EIC2100 COMMERCIAL DATABASE SEARCH REQUEST

☒ RUSH - SPE signature required: _____

Business Methods Case: 705/ 10_____

Write in 705 subclass(es) to search required files for 705 cases or cases cross referenced in 705.

Requester's Full Name: Akiba Robinson-Boyce_____   Examiner # : ___76190___   Date: __3/12/03_____

Art Unit: __3623_____   Phone Number __305-1340_____   Serial Number: 09/464311_____

Bldg & Room #: ___CPK5/7B0**__ .   Results Format Preferred: PAPER ☒   DISK ☐   E-MAIL ☐

If more than one search is submitted, please prioritize searches in order of need.

Provide the PALM Bib page or the following:

Title of InventiCustomer Profiling apparatus for Conducting Customer Behavior Pattern Analysis, and Method for

Comparing Customer Behavior Patterns_____

Inventors (provide full names: Qimeng Chen, Meichun Hsu, Umeshwar Dayal_____

Earliest Priority Filing Date: _____12/15/99_____ .

Requested attachments:

- If possible, provide the cover sheet, the IDS, examples, or relevant citations, authors, etc, if known.
- Please attach copies of the parts of this case that help explain or are <u>most pertinent to this search.</u> Examples are: **abstract, background, summary, claim(s)** [<u>not</u> all of the claims].

The claimed or apparent novelty of the invention is:

A telephone profiling apparatus for conducting customer telephone behavior pattern analysis on telephone call records including telephone call data

This search should focus on:

(Also include keywords or synonyms)

Profiling customer telephone behavior pattern analysis on telephone call records.
Deriving similarity measures on the patterns extracted from the behavior profiles.
On-line analytical process to carry out invention.

(See attached claim)   Claim 1

STAFF USE ONLY	Type of Search	Vendors and cost where applicable
Searcher: *Bode Atkintola*	NA Sequence (#)_____	STN _____
Searcher Phone #: 308 6150	AA Sequence (#)_____	Dialog $ 1,075.00
Searcher Location: EIC 3600	Structure (#) ___	Questel/Orbit _____
Date Searcher Picked Up: 05-13-03	Bibliographic _____	Dr.Link _____
Date Completed: 5-13-03	Litigation _____	Lexis/Nexis _____
Searcher Prep & Review Time: 6:00	Fulltext _____	Sequence Systems _____
Clerical Prep Time: _____	Patent Family _____	WWW/Internet ✔
Online Time: 150 m	Other _____	Other (specify)_____

....
Special Instructions or Other Comments

Examiner Akiba:

Please find attached your search with Serial Number 09/464311.

Please let me know if you like for me to try a refocused search with a different strategy or additional terms.

Bode Akintola

Please take a few minutes to fill the attached Colored feedback form to the EIC.
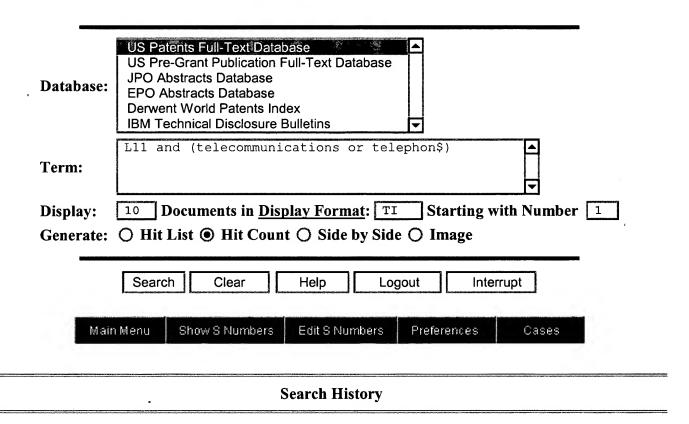
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(FILE 'HOME' ENTERED AT 10:17:14 ON 13 MAR 2003)

      FILE 'USPAT2, EUROPATFULL, JAPIO, NLDB, PATOSEP, PATOSWO, INPADOC,
      INSPEC' ENTERED AT 10:18:44 ON 13 MAR 2003
L1        105 S (TELEPHON? (3W)(BEHVIO? OR PATTERN OR PROFILES))
L2         83 S L1 AND (SIMILAR? OR SAME? OR IDENTICAL OR PATTERN)
L3          0 S L2 AND ((ONLINE(W)ANALYTICAL(W)PROCESSING) OR OLAP)
L4          0 S L1 AND ((ONLINE(W)ANALYTICAL(W)PROCESSING) OR OLAP)
L5       2945 S ((ONLINE(W)ANALYTICAL(W)PROCESSING) OR OLAP)
L6          4 S L5 AND (TELEPHON? (S)(BEHVIO? OR PATTERN OR PROFILES))

=>
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WEST

Freeform Search

Database:

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US Patents Full-Text Database
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JPO Abstracts Database
EPO Abstracts Database
Derwent World Patents Index
IBM Technical Disclosure Bulletins
```

Term:

```
L11 and (telecommunications or telephon$)
```

Display: `10` Documents in **Display Format:** `TI` **Starting with Number** `1`

Generate: ◯ **Hit List** ⦿ **Hit Count** ◯ **Side by Side** ◯ **Image**

Search	Clear	Help	Logout	Interrupt

Main Menu	Show S Numbers	Edit S Numbers	Preferences	Cases

Search History

DATE: Thursday, March 13, 2003   <u>Printable Copy</u>   <u>Create Case</u>

Set Name	Query	Hit Count	Set Name
side by side			result set

DB=USPT; PLUR=YES; OP=OR

L12	L11 and (telecommunications or telephon$)	13	L12
L11	l3 and (olap or (online adj analytical adj processing))	19	L11
L10	l9 and (olap or (analytical adj processing))	0	L10
L9	(5375244| 5602906| 5706338| 5729597| 5734977| 5745558| 5790645| 5805686| 5873099| 5907803| 5940751| 6094643| 6185415)![pn]	13	L9
L8	L7 and (olap or (analytical adj processing))	0	L8
L7	6526389[pn]	1	L7
L6	L4 and (similar$ or same$ or identical or pattern)	3	L6
L5	L4 and ((similar$ or same$ or identical) same pattern)	0	L5
L4	L3 and (telephon$ adj3 (behvio$ or pattern or profiles))	4	L4
L3	((705/1 |705/7 |705/10 |705/11)!.CCLS. |(or/)!.CCLS.)	1235	L3
L2	(5974396 or 5956693 or 6128624)[pn]	3	L2
L1	(5974396 or 5956693 or 6128624)[pn]	3	L1

END OF SEARCH HISTORY

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Set     Items     Description
S1         73     AU=(HSU M ? OR HSU, M?)
S2    2022219     CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUSTOMER? -
                  OR CLIENT? OR MERCHANT? OR DEALER? OR VENDOR? ? OR PROVIDER? -
                  OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? OR PEOPLE? OR PERS-
                  ON? ?
S3     213793     PROFIL? OR HISTORY? OR BEHAVIOR? OR BEHAVIOUR?
S4     317419     TELEPHONE? OR PHONE? OR CELLPHONE?
S5     182339     CALL???
S6    1875797     STORE? ? OR STORING? OR RECORD? OR ARCHIV?
S7    2446347     DATA? ? OR INFO OR INFORMATION
S8        185     S4(5N)S3(5N)S2
S9         52     S8 AND S5 AND S6
S10         2     S9 AND IC=G06F-017/60
S11        54     S8(15N)S5
S12         4     S11 AND IC=G06F?
S13        75     S9 OR S11
? show files
File 347:JAPIO Oct 1976-2002/Nov(Updated 030306)
       (c) 2003 JPO & JAPIO
File 350:Derwent WPIX 1963-2003/UD,UM &UP=200317
       (c) 2003  Thomson Derwent
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13/5/1   (Item 1 from file: 347)

07476049   **Image available**
MOBILE PHONE

PUB. NO.:   2002-344567 [JP 2002344567 A]
PUBLISHED: November 29, 2002 (20021129)
INVENTOR(s):   YABE MASATO
APPLICANT(s): NEC CORP
APPL. NO.:   2001-142406 [JP 20011142406]
FILED: May 11, 2001 (20010511)
INTL CLASS: H04M-001/00; H04M-001/725; H04Q-007/38

ABSTRACT

PROBLEM TO BE SOLVED: To provide a mobile **phone** which allows the **user** to check the **history** of incoming **calls** received during his or her absence without requiring the user's conscious operations.

SOLUTION: The mobile phone comprises an incoming **call** processing section 150 for processing incoming **calls** , memory 140 for **storing** the history of incoming **calls** , vibration detector 110 for detecting the vibration of the mobile phone 100, voice regeneration circuit 180 which is inputted with text data and then outputs a voice signal of the content of the text, speaker 190 which converts the voice signal from the voice regeneration circuit 180 and then outputs the voice, and processor 120 which, when the vibration of the mobile phone is detected by the vibration detector 110, causes the speaker 190 to output the content of the history of incoming **calls** received during user's absence, in voice via the voice regeneration circuit 180.

13/5/2   (Item 2 from file: 347)

07431813   **Image available**
TRANSFERRED PHONE **CALL** CHARGING DEVICE AND TRANSFERRED PHONE **CALL** CHARGING METHOD

PUB. NO.:   2002-300323 [JP 2002300323 A]
PUBLISHED: October 11, 2002 (20021011)
INVENTOR(s):   TSUJIOKA TAMAKI
APPLICANT(s): DAIWA SECURITIES GROUP INC
APPL. NO.:   2001-101005 [JP 20011101005]
FILED: March 30, 2001 (20010330)
INTL CLASS: H04M-015/00; H04M-003/42; H04M-003/54

ABSTRACT

PROBLEM TO BE SOLVED: To provide a transferred phone **call** charging device that can charge a reasonable amount of money derived from transfer of a phone **call** onto a sponsor aiming at phone advertisement or the like.

SOLUTION: The transferred phone **call** charging device transfers a phone **call** received from a user terminal 14 to sponsors 16, 18, 20 that provide information in matching with a request of **users** , **records** a speech **history** of the transferred **phone** **call** , calculates a charging amount

of money of the transfer **call** based on the speech history and **records** the calculated charging amount of money by each sponsor and sends a bill to each sponsor.

13/5/3   (Item 3 from file: 347)

07431780   **Image available**
METHOD AND SYSTEM FOR MANAGING COMMUNICATION HISTORY INFORMATION, PROGRAM THEREFOR AND **RECORDING** MEDIUM

PUB. NO.:   2002-300290 [JP 2002300290 A]
PUBLISHED: October 11, 2002 (20021011)
INVENTOR(s):   IDETANI SEIJI
               HISUMI TAKAAKI
APPLICANT(s): NIPPON TELEGR & TELEPH CORP (NTT)
APPL. NO.:   2001-102796 [JP 20011102796]
FILED: April 02, 2001 (20010402)
INTL CLASS: H04M-003/42; H04M-003/493; H04M-011/08

ABSTRACT
PROBLEM TO BE SOLVED: To eliminate necessity to construct a database for each of subscribers, and to effectively utilize communication history information at a low cost by enabling access from a subscriber side to the communication history information **recorded / stored** on the side of a telephone communication network.

SOLUTION: A **call** originating/incoming history database 4 is accommodated in a server 5 connected to the Internet 2 and a function capable of acquiring the communication **history** information is provided when a **subscriber** inputs the **telephone** number of the telephone communication network side and a previously registered password to the server 5 as a means for enabling each of subscribers to access the communication history information on this database 4. By accessing the communication history database 4 on the telephone communication network side from an Internet terminal 7, each of subscribers can display the communication history information on the Internet terminal 7 without constructing the database.

13/5/4   (Item 4 from file: 347)

07402974   **Image available**
TELEPHONE AND METHOD FOR PROCESSING INCOMING HISTORY

PUB. NO.:   2002-271479 [JP 2002271479 A]
PUBLISHED: September 20, 2002 (20020920)
INVENTOR(s):   TAKAYA KEI
APPLICANT(s): NEC ACCESS TECHNICA LTD
APPL. NO.:   2001-064416 [JP 20011064416]
FILED: March 08, 2001 (20010308)
INTL CLASS: H04M-001/57; H04Q-007/38; H04M-001/00; H04M-001/725

ABSTRACT

PROBLEM TO BE SOLVED: To provide a **telephone** and a method for processing incoming **history** by which a **user** can know the emergency level of **callers** with non-responding **calls** .

SOLUTION: The telephone comprises a means for confirming the attribute, responded or not-yet-responded, of an incoming call, and means for flickering an LED when a plurality of incoming calls from the same source are not yet responded, to informe the user of the emergency of the caller.
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13/5/5   (Item 5 from file: 347)
DIALOG(R)File 347:JAPIO
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07335986   **Image available**
PHONE   SUBSCRIBER MANAGEMENT DEVICE, **PHONE** TERMINAL AND MANAGEMENT METHOD FOR INCOMING **CALL   HISTORY** INFORMATION

PUB. NO.:   2002-204475 [JP 2002204475 A]
PUBLISHED: July 19, 2002 (20020719)
INVENTOR(s):   ASAMI TOMOJI
APPLICANT(s): SONY CORP
APPL. NO.:   2000-400732 [JP 2000400732]
FILED: December 28, 2000 (20001228)
INTL CLASS: H04Q-007/38; H04M-003/42; H04M-003/53

ABSTRACT
PROBLEM TO BE SOLVED: To provide a phone subscriber management device that allows a user of a **called** terminal to surely grasp even an incoming **call** caused at power- off, at the outside of zone, or in a communication disabled state.

SOLUTION: The subscriber management device **stores** information with respect to a **call** request as an incoming **call** history when a **caller** terminal cannot receive an incoming **call** reply message because the **called** terminal is in an ineffective state unable to receive an incoming **call** with respect to a phone **call** request from the **caller** terminal. The subscriber management device informs the **called** terminal about the **stored** incoming **call** history when the subscriber management device discriminates that the **called** terminal having been in an ineffective state reaches an effective state.

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13/5/6   (Item 6 from file: 347)
DIALOG(R)File 347:JAPIO
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07148325   **Image available**
METHOD FOR INFORMING COMPANION ABOUT LOCATION OF SPECIFIC PERSON BY DESCRIBING IT ON MAP OF WEB PAGE AND WEB SERVER TO PERFORM THIS INFORMATION SERVICE

PUB. NO.:   2002-016704 [JP 2002016704 A]
PUBLISHED: January 18, 2002 (20020118)
INVENTOR(s):   EMA ARIYOSHI
APPLICANT(s): YAFOO JAPAN CORP
APPL. NO.:   2000-197101 [JP 2000197101]

Bode Akintola 13-Mar-03

ABSTRACT
PROBLEM TO BE SOLVED: To provide a method for informing a companion about a
location of a specific person by describing it on a map of a Web page that
adopts a configuration of informing the companion about the location
according to the intention of the specific person and can inform the
companion about additional information such as a scheduled route and a
behavior   history .
SOLUTION: The   specific **person** uses a mobile **phone** K with a **telephone**
number having already been registered to a Web server S1 to make a **call**
to a specific destination in a telephone network 5 or a data communication
network. An incoming call processing unit S2 replying this call acquires
the telephone number of the caller, a date and time of the call and a base
station number and informs the Web server S1 about them. The Web server S1
selects a Web page in cross-reference with the telephone number and adds a
location symbol and a staying date and time to a map posted on the Web page
on the basis of the base station number and the call date and time. The
companion accesses the Web page via the Internet I to refer to the location
of the specific person and the additional information.

 13/5/7   (Item 7 from file: 347)

07105501   **Image available**
MOBILE PHONE AND METHOD FOR NOTIFYING HISTORY OF INCOMING **CALL** ARRIVED
DURING ABSENCE AND **RECORDING** MEDIUM

ABSTRACT
PROBLEM TO BE SOLVED: To provide a mobile **phone** that can urge a **user** to
confirm an incoming **call** **history** when an incoming **call** arrives during
absence.

SOLUTION: When the user does not reply an incoming **call** at its arrival,
incoming **call** history information is **stored** (step S3), a timer is
started (step S5) and the timer periodically starts a ringer tone generator
(step S7).

 13/5/8   (Item 8 from file: 347)

07081404   **Image available**
AUTOMATIC CALL DEVICE

PUB. NO.:   2001-309051 [JP 2001309051 A]
PUBLISHED: November 02, 2001 (20011102)
INVENTOR(s):   YAMADA TATSUYA
APPLICANT(s):   TOSHIBA CORP
APPL. NO.:   2000-115624 [JP 2000115624]
FILED: April 17, 2000 (20000417)
INTL CLASS: H04M-003/432; H04M-001/2745; H04M-003/51

ABSTRACT

PROBLEM TO BE SOLVED: To provide an automatic call device provided with a
function for judging the telephone number of the highest probability to
reach a person for talk from the past calling result to customers.

SOLUTION: The automatic **call** device for **calling** automatically in
accordance with the **calling** **telephone** number of the **customer** is
provided with a **history** means 16 for retaining the **call** date, day of
the week, **calling** destination, presence/absence, etc., of conversation
with a person which are the result of call to the customer as a history and
a calling destination judging means 17 for selecting the calling
destination of the highest probability of reaching the person for talk from
the call date and day of the week by referring to the history of the
history means when calling same customer next time.

 13/5/9   (Item 9 from file: 347)

07030137   **Image available**
AUTOMATIC LINE CONNECTION CONTROL APPARATUS, ITS METHOD AND **RECORDING**
MEDIUM **RECORDED** WITH PROGRAM

PUB. NO.:   2001-257771 [JP 2001257771 A]
PUBLISHED: September 21, 2001 (20010921)
INVENTOR(s):   NARAHARA NOBORU
APPLICANT(s):   NEC CORP
APPL. NO.:   2000-073930 [JP 200073930]
FILED: March 13, 2000 (20000313)
INTL CLASS: H04M-001/663; H04M-001/57; H04M-011/00

ABSTRACT

PROBLEM TO BE SOLVED: To provide an automatic line connection control
apparatus that discriminates propriety of connection of a **caller**
 subscriber number of an incoming **call** received through a telephone line
and automatically interrupts the line when the discrimination indicates
negation.

SOLUTION: An MF reception circuit 12 demodulates a **caller** subscriber
number from a signal arrived in a telephone set of a facsimile terminal 3
and a line connection history memory 18 **stores** the **caller** subscriber
number and a data and time for line connection detected by a timer 14. When
a subscriber discriminates that automatic line interruption is desired from
its 2nd and succeeding **calls** , a display circuit 16 displays contents of
the line connection **history** memory 18 and the **subscriber** selects the
 telephone number as an automatic interruption object number or the
subscriber enters an optional subscriber number from an entry circuit 17
and registers it to a reject number registration memory 19. A collation
circuit 13 collates the **caller** subscriber number with the registered

numbers as to all succeeding incoming **calls** and when the collation result indicates coincidence, a line interruption circuit 11 automatically interrupts the line.

13/5/10   (Item 10 from file: 347)

06908747   **Image available**
AUTOMATIC ANSWERING DEVICE

PUB. NO.:   2001-136272   [JP 2001136272 A]
PUBLISHED: May 18, 2001 (20010518)
INVENTOR(s):   MAEDA TADAHIKO
               SHIMIZU KAZUHIKO
APPLICANT(s): OKI ELECTRIC IND CO LTD
APPL. NO.:   11-311901   [JP 99311901]
FILED: November 02, 1999 (19991102)
INTL CLASS: H04M-001/64; H04M-003/42; H04M-003/50

ABSTRACT
PROBLEM TO BE SOLVED: To obtain an automatic voice answering device capable of expanding services to customers on the basis of various collected data.

SOLUTION: This device is provided with a history **recording** part 2 which **records** response history information being data about a **caller** , including received characteristic data obtained by defining the interaction characteristics of the **caller** as data, a history analyzing part 3 which analyzes the received characteristic data to prepare individual estimation rules for specifying the **caller** and **records** the rules with the rules made to correspond to the response history information, and a **history** acquiring part 4 which specifies a **caller** making a **telephone** **call** on the basis of the response **history** information and the **individual** estimation rules, decides a responding method on the basis of the **caller** and communicates with the **caller** .

13/5/11   (Item 11 from file: 347)

06900357   **Image available**
USER OPERATION HISTORY FUNCTION/STORAGE OPERATING METHOD

PUB. NO.:   2001-127867   [JP 2001127867 A]
PUBLISHED: May 11, 2001 (20010511)
INVENTOR(s):   INOWA AKIRA
APPLICANT(s): NEC TELECOM SYST LTD
APPL. NO.:   11-308315   [JP 99308315]
FILED: October 29, 1999 (19991029)
INTL CLASS: H04M-001/247; G06F-003/00; H04Q-007/38; H04M-001/00

ABSTRACT
PROBLEM TO BE SOLVED: To provide a user operation history function/storage operating method for easily performing function setting by **storing**

operation for function setting of a portable **telephone** set in a memory as a **history** .

SOLUTION: When a **user** presses an operation history **call** key (R key) for key, the most recent new function operation **stored** in the memory is displayed (a). Next, when executing the displayed function operation, each of setting is performed by pressing an instruction key (b). When the R key is pressed again in the step (a), the second new function operation **stored** in the memory is displayed (c). In this case, when the user operates the displayed function, each of setting is performed. When the R key is further pressed, the oldest operation history is displayed and when the R key is pressed once again, the indication of the first new operation history is recovered (d).

13/5/12   (Item 12 from file: 347)
DIALOG(R)File 347:JAPIO
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06858718   **Image available**
PORTABLE TELEPHONE UNIT AND METHOD

PUB. NO.:   2001-086220 [JP 2001086220 A]
PUBLISHED: March 30, 2001 (20010330)
INVENTOR(s):   ARAI MICHIHITO
APPLICANT(s): MATSUSHITA ELECTRIC IND CO LTD
APPL. NO.:   11-256577 [JP 99256577]
FILED: September 10, 1999 (19990910)
INTL CLASS: H04M-001/274; H04Q-007/32; H04M-015/00

ABSTRACT
PROBLEM TO BE SOLVED: To easily register/delete personal information, such as a personal telephone number of a **user** , **telephone** directory data, and **call** time, **call** charge and a **call** **history** .

SOLUTION: A mobile **phone** unit 100 is mounted with a personal information storage means 102 that **stores** the personal information consisting of the personal telephone number assigned to each person, information registered in a storage means through a key entry by the user, and the speech information automatically registered in the storage means at a **call** . An information processing means 104 **stores** the personal telephone number for an outgoing/incoming **call** telephone number to the storage means, when the means 102 is mounted, reads/writes the personal information to/from the personal information storage means 102, and deletes the personal telephone number and the personal information **stores** in the storage means, when the personal information storage means 102 is removed from a main body of the mobile phone unit 100.

13/5/13   (Item 13 from file: 347)
DIALOG(R)File 347:JAPIO   ↲
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06823586   **Image available**
TELEPHONE DEVICE

Bode Akintola 13-Mar-03

PUB. NO.:   2001-051080 [JP 2001051080 A]
PUBLISHED: February 23, 2001 (20010223)
INVENTOR(s):   MIWA KAZUNARI
                 TANAKA HIRONORI
                 INAGE TAKAYUKI
APPLICANT(s):   TAMURA ELECTRIC WORKS LTD
APPL. NO.:   11-228421 [JP 99228421]
FILED: August 12, 1999 (19990812)
INTL CLASS: G04G-001/00; G04G-009/00; H04M-001/00; H04M-015/00

ABSTRACT

PROBLEM TO BE SOLVED: To make a telephone device accurately displayable and
recordable a **call** originating and incoming history even on a day when
it is switched from a standard time (summer time) to a summer time
(standard time) by outputting information corrected from a utilizing time
to a present operational time when the operational time is switched during
a period from the utilizing time to the present time.
SOLUTION: In the case of switching from the standard time to a summer time,
a display unit 16 normally displays a present date (April 1) and a time (AM
5:40). When a **user** of the **telephone** 1 depresses a button for confirming
a **history** in this state, a **call** originating and incoming history (1:30
incoming) is displayed under the data or the like to indicate that incoming
was at 1:30 a.m. And, a time (2:30) corrected from 1:30 a.m. to the summer
time and name 'summer time' of the operational time are displayed together
at its side. In the case of switching from the summer time to the standard
time, for confirming the history, a button 6c is depressed. Then, a **call**
originating and incoming history is displayed under the date or the like,
and the time corrected from the incoming time to the standard time and the
name 'standard time' of the operational time are displayed together at its
side.

 13/5/14   (Item 14 from file: 347)
DIALOG(R)File 347:JAPIO
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06817644   **Image available**
EXTENSION TELEPHONE SET

PUB. NO.:   2001-045137 [JP 2001045137 A]
PUBLISHED: February 16, 2001 (20010216)
INVENTOR(s):   ONO TAKAKO
                 WATANABE MITSUKO
                 AKIYAMA TAKAKO
APPLICANT(s):   KYOCERA CORP
APPL. NO.:   11-215912 [JP 99215912]
FILED: July 29, 1999 (19990729)
INTL CLASS: H04M-001/57; H04Q-007/38

ABSTRACT

PROBLEM TO BE SOLVED: To provide an extension **telephone** set by which a
user can recognize an incoming **call** **history** of incoming **call**
information up to now and can delete the information as required by having
only to make a phone cell to its own home and to enter required data even
when a PHS terminal is left behind its own home or not at hand.

SOLUTION: When an incoming **call** from a public terminal arrives in a
private/ public standby state, a memory in the inside of a PHS terminal 2

stores incoming **call** information such as an arrived **caller** number, an arrived time and automatic telephone **recording** as an incoming **call** history, the PHS terminal 2 makes a communication to a master set 10 to inform the master set 10 about the incoming **call** history of the incoming **call** information. The master set 10 **stores** the information to its own internal memory for each registered PHS terminal. In the case that a possessor leaving its own PHS terminal 2 behind its own home makes a phone **call** to its own home from a visiting place by using a public phone or the like, the master set 2 makes a request to the processor for entrance of required processor identification information such as a function number and a password, and after the master set 10 confirms that the possessor is a genuine possessor, the master set 10 informs the possessor having made a **call** about the incoming **call** history of the incoming information received by the PHS terminal 2 in the public/private standby mode.

13/5/15   (Item 15 from file: 347)

06817643   **Image available**
TELEPHONE SET

ABSTRACT
PROBLEM TO BE SOLVED: To protect secrecy of a telephone directory, redial information and incoming **call** history information relating to each of a plurality of users when a plurality of the users use in common a telephone set.
SOLUTION: While a storage means 4 **stores** a **telephone** directory, redial information and incoming **call** **history** information corresponding to a **user** , when a user enters user identification information and function type selection information by an entry means 1, any information designated by the function type selection information among the telephone directory, the redial information and the incoming **call** history information corresponding to the user is read from the storage means 4 under the control of a control means 2 and displayed on display means 5-7.

13/5/16   (Item 16 from file: 347)

06747043   **Image available**
CUSTOMER SERVING SYSTEM AND COMPUTER-READABLE STORAGE MEDIUM

ABSTRACT

PROBLEM TO BE SOLVED: To quickly and properly respond to a **phone**   **call** from a **customer** .

SOLUTION: A **caller** **history** file **stores** a **caller** number with a **call** signal sent via an external line network 2 in cross-reference with an operator 19 using a telephone terminal 5 in line connection in response to the **call** signal, and a service history file **stores** customer service information entered by using an information input output device 6 by the operator 19 in cross-reference with the **caller** number. In the case that a **call**   signal is sent via the external line network 2, the operator 19 in cross-reference with the **caller**   number on the basis of the **caller** number attended with the **call** signal is retrieved from the **caller** history file, the **call** signal reaches the telephone terminal 5 used by the operator, the customer service information in cross-reference with the **caller** number is retrieved from the service history file and displayed on the information input output device 6 used by the operator 19. Thus, 2nd and succeeding phone **calls** from a same customer 14 connect to the operator 19 that bas served the 1st **call** .

13/5/17   (Item 17 from file: 347) .

06692569   **Image available**
MOBILE TELEPHONE SET AND INCOMING HISTORY DISPLAY METHOD THEREFOR

ABSTRACT
PROBLEM TO BE SOLVED: To provide a mobile telephone set for displaying an incoming history and the storage of a message on a display even when there is no operation of a user.

SOLUTION: Concerning the mobile telephone set having a message storage part 9 for **storing** the matter told by an opposite party as a message when a **user** cannot answer a **telephone** **call** , an incoming **history** storage part 10 for **storing** the date/time of **telephone** **call** incoming and the telephone number of the opposite party or the like as the incoming history and a display part 5 for displaying the storage of the message, this telephone set is provided with an extraction means for extracting the

incoming history from the incoming history storage part 10 after the message and the incoming history and **stored** and a display means for displaying that the incoming history and the message are received, on the display part 5.

13/5/18   **(Item 18 from file: 347)**
DIALOG(R)File 347:JAPIO
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06598247   **Image available**
TELEPHONE SET

PUB. NO.:   2000-184044 [JP 2000184044 A]
PUBLISHED: June 30, 2000 (20000630)
INVENTOR(s): SATO TAKAO
APPLICANT(s): KENWOOD CORP
APPL. NO.:   10-361529 [JP 98361529]
FILED: December 18, 1998 (19981218)
INTL CLASS: H04M-001/274

ABSTRACT
PROBLEM TO BE SOLVED: To provide a telephone set where a **user** can grasp information on **telephone** numbers that are **history** -displayed at a glance by simultaneously displaying various information along with the telephone number and name when a **calling** history and an incoming **call** history are retrieved.

SOLUTION: In the case of a **calling** history (A), the date/time of the **calling** , the name and the telephone number of an opposite party, the presence or absence of previous **calls** , the presence or absence of automatic **recording** , the presence or absence of conversation **recording** and the content of a note are displayed. Thus, it is seen that, only by glancing the history, a note of 'tennis on Sunday' is left with the **calling** date/time and information on the opposite party, and the message is left at the opposite party by automatic **recording** without executing the **recording** processing of the content during the **call** . In the case of incoming history (B), the date/time of the incoming **call** , the name/telephone number of the opposite party, the type of the opposite party, the presence or absence of previous **calls** , the presence or absence of automatic **recording** making automatic reply, the presence or absence of conversation **recording** and the content of the note are displayed. Thus, the date/time of the incoming **call** , that the **call** was from a public telephone set and that the **call** content has been **recorded** are seen only by glancing the history.

13/5/19   **(Item 19 from file: 347)**
DIALOG(R)File 347:JAPIO
(c) 2003 JPO & JAPIO. All rts. reserv.

06589098   **Image available**
COMMUNICATION TERMINAL DEVICE

PUB. NO.:   2000-174891 [JP 2000174891 A]
PUBLISHED: June 23, 2000 (20000623)

Bode Akintola 13-Mar-03

INVENTOR(s): UEDA MASAHIRO
            OCHIAI HIRONORI
APPLICANT(s): DENSO CORP
APPL. NO.:   10-349921 [JP 98349921]
FILED: December 09, 1998 (19981209)
INTL CLASS: H04M-001/65; H04Q-007/38; H04M-001/00; H04M-001/274

                              ABSTRACT
PROBLEM TO BE SOLVED: To make an incoming **call** history available for
registration of telephone directory data and to prevent in advance
telephone number data in the incoming **call** history from being deleted
unintentionally.

SOLUTION: A portable telephone set is provided with a memory dial function
for the **user** to register and **store** **telephone** directory data, an
incoming **call** **history** storage function that **stores** **telephone** number
data of an opposite party of an incoming **call** , a dial history storage
function that **stores** dialed telephone number data, and a **recording**
 function that **records** and reproduces a reply message in the automatic
answering telephone mode, a message and a voice signal during a speech, and
also a function that utilizes telephone number data in the incoming **call**
history or the dial history and registers the data to a memory dial. When a
prescribed key is operated in a mode to confirm the incoming **call** history
(S4; Y), a control circuit locks displayed telephone number data as a
condidate for register in the memory dial (S5). In this case, voice data
picked up by a microphone are **stored** as voice memory information (S7). At
registration, the voice memo information is reproduced (S11).

 13/5/20   (Item 20 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 2003 JPO & JAPIO. All rts. reserv.

06473965   **Image available**
TELEPHONE SYSTEM AND AUTOMATIC MINIMUM CHARGE LINE SELECTING METHOD

PUB. NO.:   2000-059540 [JP 2000059540 A]
PUBLISHED: February 25, 2000 (20000225)
INVENTOR(s): ISHIZAWA KOZO
APPLICANT(s): TAIKO ELECTRIC WORKS LTD
APPL. NO.:   10-221205 [JP 98221205]
FILED: August 05, 1998 (19980805)
INTL CLASS: H04M-015/16; H04M-015/00; H04M-015/30

                              ABSTRACT
PROBLEM TO BE SOLVED: To select a common carrier offering the minimum
charge of telephone **call** charge at the time of transmission by producing
charge result tables, referring to the charge result tables based on speech
communication information about a transmission information when the
transmission operation is performed, selecting the line of a telephone
communication common carrier whose telephone **call** charge is estimated to
be minimum charge and performing a dial transmission operation.

SOLUTION: The memory 8 of this telephone system is provided with plural
data **storing** parts 10 to 13 and they respectively **store** prescribed
data. In the 3rd data **storing** part 12, plural charge result tables are
prepared and **stored** in accordance with distance to the other party which
is detected for its own station telephone number and a transmission

destination telephone number. These charge result tables show a minimum charge line according to **user behavior** based on speech communication information such as transmission destination **telephone** numbers, speech communication time, transmission days of the week and transmission time band in an optional term and show which line gives minimum charge to be used in the case of performing transmission under the condition of the same speech communication information.

13/5/21   (Item 21 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 2003 JPO & JAPIO. All rts. reserv.

06418750   **Image available**
FACSIMILE EQUIPMENT

PUB. NO.:   2000-004309 [JP 2000004309 A]   .
PUBLISHED: January 07, 2000 (20000107)
INVENTOR(s):   MAEDA HIROYASU
APPLICANT(s): NEC SHIZUOKA LTD
APPL. NO.:   10-183380 [JP 98183380]
FILED: June 15, 1998 (19980615)
INTL CLASS: H04M-011/00; H04M-001/57; H04N-001/21; H04N-001/32

                          ABSTRACT
PROBLEM TO BE SOLVED: To prevent who **calls** from being known to others when a **person** except the **person** to whom a **telephone** call has made first confirms incoming **history** , because all the **calling telephone** numbers are recorded unconditionally as incoming **history** .

SOLUTION: This equipment is provided with an incoming **history** registration exception **telephone** number table 5 which stores a **telephone** number that is not desired to be recorded as incoming **history** , an incoming number **history** table 3 which records a **calling telephone** number as incoming **history** and a main control part 7 that decides whether or not a **calling** telephone number sent through a telephone line matches with a telephone number that is not **stored** in the table 5 by comparing them, **records** the **calling** telephone number on the table 3 when it does not match and on meanwhile, eliminates the **calling** telephone number from the **record** when it does match.

13/5/22   (Item 22 from file: 347)
DIALOG(R)File 347:JAPIO
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06245530   **Image available**
DEVICE AND METHOD FOR RETRIEVING TELEPHONE NUMBER

PUB. NO.:   11-187106 [JP 11187106 A]
PUBLISHED: July 09, 1999 (19990709)
INVENTOR(s):   MATSUNAGA SATOHIKO
APPLICANT(s): OKI ELECTRIC IND CO LTD
APPL. NO.:   09-354297 [JP 97354297]
FILED: December 24, 1997 (19971224)
INTL CLASS: H04M-001/274; G06F-015/02; G06F-017/30; H04M-003/42;

ABSTRACT
PROBLEM TO BE SOLVED: To enable plural users to efficiently retrieve
telephone numbers without adopting any complicated configuration by finding
the telephone number speedily in comparison with the conventional case when
a retrieving object is inputted to a character string.

SOLUTION: A telephone directory storage device 3f **stores** telephone
numbers and addresses together with personal names, company names and
organization names. A use history storage device 3g **stores** the telephone
numbers of parties and the time of **call** origination together with **call**
originating source telephone numbers at the time of **call** origination.
When the retrieval character string is inputted by an input circuit 3a, it
is applied to a retrieval processing circuit 3e, the retrieval character
string is applied to the telephone directory storage device 3f, and the
telephone number corresponding to the retrieval character string is
acquired. When the telephone directory retrieved result shows plural
telephone numbers, the retrieval processing circuit 3e retrieves whether
these **telephone** numbers are **stored** in the **user history** storage
device 3g or not and when these **telephone** numbers are **stored** , they are
acquired. Among the acquired telephone numbers, the recently used telephone
number is arranged at the head and the other telephone numbers are arranged
after the telephone number so that they are displayed on a display 3c1 of a
display circuit 3c.

13/5/23   (Item 23 from file: 347)

06161799   **Image available**
BULK TRAFFIC GENERATOR

PUB. NO.:   11-103343 [JP 11103343 A]
PUBLISHED: April 13, 1999 (19990413)
INVENTOR(s):   WHALLEY HOWARD STEPHEN
               HANBURY-BROWN MARK
               SCOTT MARK ANTHONY
APPLICANT(s): SCHLUMBERGER TECHNOL INC
APPL. NO.:   10-197707 [JP 98197707]
FILED: July 13, 1998 (19980713)
PRIORITY: 9714623 [GB 9714623], GB (United Kingdom), July 12, 1997
               (19970712)
INTL CLASS: H04M-003/26; H04M-003/36

ABSTRACT
PROBLEM TO BE SOLVED: To efficiently test telecommunication equipment by
generating a call activity signal through each finite state machine(FSM)
and receiving a response signal from a port under using.

SOLUTION: A traffic generator control module 38 has access to a memory 18
and the other external software resource and performs access from them to a
traffic **profile** , **call** parameter set and **telephone** directory. The
control module 38 interprets the **profile** parameter (such as a **call** or
user port to be used, for example,) and generates a **call** test job. Each
call test job is composed of the specification of a user port for
generation, subscriber number to be dialed and call parameter set. Each

call test job is passed to an FSM 48 corresponding to the suitable user port to operate it. When that job is completed, the FSM 48 feeds a 'job end event' to the control module 38.

13/5/24   (Item 24 from file: 347)
DIALOG(R)File 347:JAPIO
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06127426   **Image available**
TELEPHONE TRANSFERRING EQUIPMENT

PUB. NO.:   11-068963   [JP 11068963 A]
PUBLISHED: March 09, 1999 (19990309)
INVENTOR(s):   ISHIGURO YOSHIHIDE
APPLICANT(s): NEC CORP
APPL. NO.:   09-239130   [JP 97239130]
FILED: August 21, 1997 (19970821)
INTL CLASS: H04M-003/42; H04M-003/54

ABSTRACT
PROBLEM TO BE SOLVED: To transfer **calling** by selecting a proper telephone equipment even while a **callee** is in the middle of moving.

SOLUTION: ID information from an ID **call** originator 1 carried by an individual is collected through an ID receiving and collating means 5 and a data communication means 7. Collected ID information is sorted by each 10 by a staying state judging means 3 to **record** time, a telephone equipment number and the number of the times of detecting ID as staying state history 4. In addition, when ID is not detected in a fixed period, the information is deleted. By referring to this staying state **history** , the means 3 judges whether each **individual** stays at a **telephone** installing place or not and sets the number of the telephone equipment suited to a transferring destination.

13/5/25   (Item 25 from file: 347)
DIALOG(R)File 347:JAPIO
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05240311   **Image available**
SYSTEM FOR MANAGING TELEPHONE CALL ORIGINATION TO CUSTOMER

PUB. NO.:   08-195811   [JP 8195811 A]
PUBLISHED: July 30, 1996 (19960730)
INVENTOR(s):   MATSUMOTO HIROSHI
APPLICANT(s): OKI ELECTRIC IND CO LTD [000029] (A Japanese Company or
               Corporation), JP (Japan)
APPL. NO.:   07-023474   [JP 9523474]
FILED: January 18, 1995 (19950118)
INTL CLASS: [6] H04M-003/42
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone); 36.4 (LABOR SAVING DEVICES
               -- Service Automation)

ABSTRACT
PURPOSE: To improve the efficiency of a telephone call origination processing by predicting the at-home state of the customer in the case of

originating a telephone call.

CONSTITUTION: In a data base 11, a customer master file 11a, a call history data file 11b and an at-home information management table 11c are provided. The customer master file 11a indicates attribute information relating to the respective **customers** , the **call history** data file 11b indicates a **telephone call** origination **history** for indicating whether or not the respective **customers** were at home when the telephone **call** was originated in the past and the at-home information management table 11c indicates the relation of attributes to the customers and an at-home ratio prepared based on the information of the customer master file 11a and the call history data file 11b. Respective operator terminals 20 are respectively provided with an at-home judgment part 21 for referring to the at-home information management table 11c and predicting whether or not the optional customer is at home.

13/5/26   (Item 26 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 2003 JPO & JAPIO. All rts. reserv.

03910659   **Image available**
TELEPHONE CALL HISTORY TRANSMISSION SYSTEM

PUB. NO.:   04-275759 [JP 4275759 A]
PUBLISHED: October 01, 1992 (19921001)
INVENTOR(s):   KAJIWARA HIROSHI
APPLICANT(s):   NEC CORP [000423] (A Japanese Company or Corporation), JP
                 (Japan)
APPL. NO.:   03-036979 [JP 9136979]
FILED: March 04, 1991 (19910304)
INTL CLASS: [5] H04M-003/42; H04B-007/15; H04B-007/26
JAPIO CLASS: 44.4 (COMMUNICATION -- Telephone); 26.3 (TRANSPORTATION --
                 Marine Vessels); 34.4 (SPACE DEVELOPMENT -- Communication);
                 36.4 (LABOR SAVING DEVICES -- Service Automation); 44.2
                 (COMMUNICATION -- Transmission Systems)
JOURNAL: Section: E, Section No. 1320, Vol. 17, No. 75, Pg. 21,
                 February 15, 1993 (19930215)

ABSTRACT
PURPOSE: To eliminate the repetition of the recognition of a ground subscriber for the existence of an opposite vessel earth station and recall, and to permit a vessel earth station to learn how many times telephone calls are made.

CONSTITUTION: A coast earth station 1 in a maritime satellite communication system has a first memory 5 accumulating a telephone call history for the vessel earth station 3 and a second memory 6 accumulating a vessel earth station number. The **telephone call history** from the ground **subscriber** 3 and a vessel earth station number being an opposite party are respectively accumulated in the first memory 5 and the second memory 6. The vessel earth station number which is accumulated in the second memory 6 is periodically transmitted to the vessel earth station 2. The telephone call history is fetched from the first memory 5 by a request from the vessel earth station 2, and it is transmitted to the vessel earth station 2 as a telegram sentence.

13/5/27   (Item 27 from file: 347)
DIALOG(R)File 347:JAPIO
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Bode Akintola 13-Mar-03

02892589   **Image available**
VIDEO TELEPHONE SET MONITOR

PUB. NO.:   01-190189 [JP 1190189 A]
PUBLISHED: July 31, 1989 (19890731)
INVENTOR(s):   SHOJI MASASHI
APPLICANT(s): HOUSHIN KAGAKU SANGIYOUSHIYO KK [486430] (A Japanese Company
               or Corporation), JP (Japan)
APPL. NO.:   63-015563 [JP 8815563]
FILED: January 26, 1988 (19880126)
INTL CLASS: [4] H04N-007/14; H04M-001/02
JAPIO CLASS: 44.6 (COMMUNICATION -- Television); 44.4 (COMMUNICATION --
               Telephone)
JOURNAL: Section: E, Section No. 839, Vol. 13, No. 483, Pg. 46,
               November 02, 1989 (19891102)

ABSTRACT
PURPOSE: To attain the telephone call while managing its own look or
behavior by displaying a picture to be sent to the opposite side on a
monitor screen displaying a picture of opposite side or on other monitor
screen.

CONSTITUTION: A picture picked up by a television camera 5 is sent to an
opposite side and fed to a monitor 3 via a cable. The picture is displayed
on a corner as a 2nd pattern 6 of a video pattern 4, for example, from the
opposite party on the monitor 3. Thus, the **person** making a **phone call**
can confirms its own look or **behavior** by observing the screen 6, and the
visual point is always directed in the front and the opposite party is
displayed as if the other party is being observed and will is transferred
effectively. The inserting method of the 2nd pattern 6 and the displayed
shape is optional.

13/5/28   (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014968401   **Image available**
WPI Acc No: 2003-028915/200302
XRPX Acc No: N03-022761
   **Loyalty rewards provision method for telephony services, involves
   creating** user profile **including reward balance set to specified
   amount permitting** user **to place** telephone calls **until balance
   reaches zero**
Patent Assignee: BOTTOMS D T (BOTT-I); DAVIS A M (DAVI-I); KOH E (KOHE-I);
   MCCUE M S (MCCU-I); PAL G N (PALG-I); PARTOVI H (PART-I); SHORES P
   (SHOR-I)
Inventor: BOTTOMS D T; DAVIS A M; KOH E; MCCUE M S; PAL G N; PARTOVI H;
   SHORES P
Number of Countries: 001   Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 20020126813	A1	20020912	US 2001755872	A	20010105	200302	B

Priority Applications (No Type Date): US 2001755872 A 20010105
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 20020126813	A1		10	G06F-017/60	

Abstract (Basic): US 20020126813 A1

Bode Akintola 13-Mar-03

NOVELTY - A user profile including a reward balance set to
specified amount, is created in response to a user request received
through a telephone interface, for registration with phone-based
application system. The user is permitted to place telephone calls over
telephone interface by consuming rewards balance until the balance
reaches zero.
    DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for loyalty
rewards providing apparatus.
    USE - For providing loyalty rewards in telephony services such as
voice portal through PBX telephone, satellite telephone, wireless
telephone, etc.
    ADVANTAGE - Encourages several telephone subscribers to enroll into
full and accurate registrations, regular usage, trying new features,
etc., of telephone services. Focuses on rewarding certain behavior by
maintaining a rewards balance usable for services such as free
telephone calls.
    DESCRIPTION OF DRAWING(S) - The figure shows the loyalty rewards
provision system.
    pp; 10 DwgNo 1/2
Title Terms: REWARD; PROVISION; METHOD; TELEPHONE; SERVICE; USER; PROFILE;
  REWARD; BALANCE; SET; SPECIFIED; AMOUNT; PERMIT; USER; PLACE; TELEPHONE;
  CALL; BALANCE; REACH; ZERO
Derwent Class: T01; T05; W01
International Patent Class (Main): G06F-017/60
International Patent Class (Additional): H04M-015/00
File Segment: EPI

13/5/29   (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

014743150   **Image available**
WPI Acc No: 2002-563855/200260
  **Method for providing data receiving service to mobile terminal in mobile
  telecommunication system**
Patent Assignee: SK TELECOM CO LTD (SKTE-N)
Inventor: KIM C Y; LEE H U; MUN J B; YOON Y B
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
KR 2002015769	A	20020302	KR 200048871	A	20000823	200260	B

Priority Applications (No Type Date): KR 200048871 A 20000823
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
KR 2002015769	A		1	H04Q-007/24	

Abstract (Basic): KR 2002015769 A
    NOVELTY - A method for providing a data receiving service to a
mobile terminal in a mobile telecommunication system is provided to
establish a termination data **call** without a data termination request
by a user.
    DETAILED DESCRIPTION - A data service server provides an
origination request message to an MSC through an IWFs(Interworking
Functions) together with its own telephone number using the telephone
number of a mobile terminal(S1). Based on the telephone number of the
data service server, the MSC judges that the origination message is for
a data termination request. Then the MSC asks an HLR whether the mobile
terminal is a data termination service subscriber terminal(S2,S3). In
response to the question of the MSC, the HLR confirms a **subscriber**

profile **stored** under the **telephone** number of the mobile terminal, and provides a confirmed result to the MSC. In case that the mobile terminal is a data termination service subscriber terminal, the MSC provides a data termination service message to the mobile terminal through a page channel and an access channel(S4). In response to the data termination service message, the mobile terminal provides a data termination **call** setup request message to the MSC through the data service server number(S6). Based on the message provided from the mobile terminal, the MSC establishes a data transmit-receive channel to the data service server and the mobile terminal(S7).
        pp; 1 DwgNo 1/10
Title Terms: METHOD; DATA; RECEIVE; SERVICE; MOBILE; TERMINAL; MOBILE;
  TELECOMMUNICATION; SYSTEM
Derwent Class: W01; W02
International Patent Class (Main): H04Q-007/24
File Segment: EPI

13/5/30   (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014649626   **Image available**
WPI Acc No: 2002-470330/200250
XRPX Acc No: N02-371232
  Data processing method in telecommunication system, involves presenting caller **with selected telecommunication service options in order** **specified in** subscriber   profile **, using single** phone **number**
Patent Assignee: MCI WORLDCOM INC (MCIW-N)
Inventor: CHIB R; GALVAN T J; GROSS K A
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
US 6389117   B1   20020514 US 97925447   A   19970908 200250 B
                              US 99412503   A   19991007

Priority Applications (No Type Date): US 97925447 A 19970908; US 99412503 A
  19991007
Patent Details:
Patent No   Kind Lan Pg   Main IPC   Filing Notes
US 6389117   B1   30 H04M-003/42 Div ex application US 97925447

Abstract (Basic): US 6389117 B1
        NOVELTY - A single phone number is provided and a subscriber profile that specifies the telecommunication service options available to subscriber, is selectively retrieved for ordering and presentation of the options to a **caller** in an order specified in the **subscriber** **profile** using single **telephone** number.
        DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for telecommunication system.
        •   USE - For processing data in telecommunication system (claimed) that provides services like automatic routing service, voice mail service, facsimile service, paging service, cellular phone service, personal 800 number, calling card and conference call service.
        ADVANTAGE - Provides a single platform for different telecommunication services. Is flexible in providing the service.
        DESCRIPTION OF DRAWING(S) - The figure shows the flowchart explaining steps performed when subscriber chooses feature activation menu to activate/deactivate features.
        pp; 30 DwgNo 18A/18
Title Terms: DATA; PROCESS; METHOD; TELECOMMUNICATION; SYSTEM; PRESENT;

CALL; SELECT; TELECOMMUNICATION; SERVICE; OPTION; ORDER; SPECIFIED;
  SUBSCRIBER; PROFILE; SINGLE; TELEPHONE; NUMBER
Derwent Class: T01; W01
International Patent Class (Main): H04M-003/42
File Segment: EPI

13/5/31   (Item 4 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014598378   **Image available**
WPI Acc No: 2002-419082/200245
XRPX Acc No: N02-329866
  **Customer behavior profile monitoring apparatus in telecommunication
  network, has transition detector to compare current behavior of customer
  with** stored **preset behavior patterns, to detect changes in behavior
  pattern**
Patent Assignee: VODAFONE LTD (VODA-N)
Inventor: LYLE S F; MAYES K E
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No   Kind Date   Applicat No   Kind   Date   Week
GB 2366699   A   20020313 GB 200021511   A   20000901 200245 B

Priority Applications (No Type Date): GB 200021511 A 20000901
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
GB 2366699   A   20 H04Q-007/38

Abstract (Basic): GB 2366699 A
      NOVELTY - A **call** analyzer (14) classifies a customer according to
  his behavior profile. A monitoring unit monitors the current behavior
  of the customer, which is compared with preset behavior patterns
  stored in a storage unit, by a transition detector (18), for detecting
  changes in behavior patterns.
      DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the
  following:
      (a) **Call** monitoring apparatus;
      (b) Customer behavior profile monitoring method;
      (c) **Call** monitoring method
      USE - For monitoring the **behavior** of **customers** in a
  telecommunication network such as cellular **telephone** network
      ADVANTAGE - Detects fraudulent activity by monitoring the behavior
  patterns of customers.
      DESCRIPTION OF DRAWING(S) - The figure shows the customer behavior
  profile apparatus.
       Call analyzer (14)
      Transition detector (18)
      pp; 20 DwgNo 2/2
Title Terms: CUSTOMER; BEHAVE; PROFILE; MONITOR; APPARATUS;
  TELECOMMUNICATION; NETWORK; TRANSITION; DETECT; COMPARE; CURRENT; BEHAVE;
  CUSTOMER; STORAGE; PRESET; BEHAVE; PATTERN; DETECT; CHANGE; BEHAVE;
  PATTERN
Derwent Class: T01; W01
International Patent Class (Main): H04Q-007/38
File Segment: EPI

13/5/32   (Item 5 from file: 350)

Bode Akintola 13-Mar-03

014562318   **Image available**
WPI Acc No: 2002-383021/200241
XRPX Acc No: N02-299877
  Extending session initiation protocol for e.g. third generation mobile
  telephone **networks enabling upload of** subscriber **'s service** profile
  from home server to call **state control function**
Patent Assignee: NOKIA CORP (OYNO)
Inventor: BERTENYI B; KISS K
Number of Countries: 094 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 200219749	A1	20020307	WO 2000EP8590	A	20000901	200241	B
AU 200075137	A	20020313	AU 200075137	A	20000901	200249	
			WO 2000EP8590	A	20000901		

Priority Applications (No Type Date): WO 2000EP8590 A 20000901
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 200219749	A1	E	28	H04Q-007/24	

    Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
    CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
    KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT
    RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
    Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
    IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

| AU 200075137 | A | | | H04Q-007/24 | Based on patent WO 200219749 |

Abstract (Basic): WO 200219749 A1
    NOVELTY - Involves inserting subscriber information in a specific
message (1) of the same call control protocol that is used to establish
the call i.e. session initiation protocol (SIP), and then sending the
message between network elements i.e. HSS and CSCF.
    USE - For uploading subscriber's service profile from home
subscriber server (HSS) to call state control function (CSCF) in e.g.
third generation mobile telephone networks.
    ADVANTAGE - Subscriber information can be easily uploaded from HSS
a CSCF.
    DESCRIPTION OF DRAWING(S) - The drawing shows a high level
schematic diagram of the system used to implement the method.
    Home subscriber server (HSS)
    Call state control function (CSCF)
    Specific message (1)
    pp; 28 DwgNo 2/4
Title Terms: EXTEND; SESSION; INITIATE; PROTOCOL; THIRD; GENERATE; MOBILE;
  TELEPHONE; NETWORK; ENABLE; SUBSCRIBER; SERVICE; PROFILE; HOME; SERVE;
  CALL; STATE; CONTROL; FUNCTION
Derwent Class: W01; W02
International Patent Class (Main): H04Q-007/24
International Patent Class (Additional): H04L-029/06
File Segment: EPI

 13/5/33   (Item 6 from file: 350)

014537367   **Image available**
WPI Acc No: 2002-358070/200239

Phone-to-pc intelligent network service providing method for calling
personal computer using wire telephone in advanced intelligent network
Patent Assignee: VERYTECH CO LTD (VERY-N); VERITEC JH (VERI-N)
Inventor: HAN M S; KANG S I; KIM G R
Number of Countries: 001   Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
KR 2001086718	A	20010915	KR 200010530	A	20000302	200239	B
KR 335994	B	20020508	KR 200010530	A	20000302	200272	

Priority Applications (No Type Date): KR 200010530 A 20000302
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
KR 2001086718	A		1	H04L-012/66	
KR 335994	B			H04L-012/66	Previous Publ. patent KR 2001086718

Abstract (Basic): KR 2001086718 A
        NOVELTY - A phone-to-PC intelligent network service providing
method for **calling** a personal computer using a wire telephone in an
advanced intelligent network(AIN) is provided to resolve a high charge
problem of an international **call** and an out-of-town **call** by
connecting a telephone network and an Internet network using the AIN
without an additional communication equipment.
        DETAILED DESCRIPTION - A service user inputs a phone-to-PC
intelligent service identification number, a service subscribing number
received from an operator, and a **called** PC number(S10). An AIN switch
receives a digit from the service user and transmits an AIN service
request message to a phone-to-PC intelligent service server
system(S11). A **phone** -to-PC intelligent network server system inquires
a **subscriber** **profile** and identifies a state so that a **called** PC
receives a **phone** -to-PC service(S12). It is checked whether the
called PC receives the phone-to-PC service(S13). If the **called** PC
receives the phone-to-PC service, a phone-to-PC intelligent service
server system requests the connection of a channel for transmitting a
calling wire telephone and a voice to a phone-to-PC intelligent client
system(S14). The phone-to-PC intelligent service server system informs
that the phone-to-PC service is requested to the **called** PC(S15). The
phone-to-PC intelligent client system converts a voice from the
calling wire telephone and a packet data from the **called** PC to
transmit the converted voice and packet data(S16). If the **called** PC
does not receive the phone-to-PC service, the phone-to-PC intelligent
service server system requests the connection of a channel for
transmitting the **calling** wire telephone and the voice to the
phone-to-PC intelligent client system(S17). The phone-to-PC intelligent
service server system guides that the **called** PC is not connected with
the **calling** wire telephone using a guide broadcasting function of the
phone-to-PC intelligent client system and **stores** a message(S18). If a
voice message is **recorded** from a service subscriber, the phone-to-PC
intelligent client system transmits a packet message to the phone-to-PC
intelligent service server system(S19), and transmits the **stored**
packet data to a corresponding PC when a PC user is connected with the
phone-to-PC intelligent service server system(S20).
        pp; 1 DwgNo 1/10
Title Terms: TELEPHONE; INTELLIGENCE; NETWORK; SERVICE; METHOD; **CALL** ;
  PERSON; COMPUTER; WIRE; TELEPHONE; ADVANCE; INTELLIGENCE; NETWORK
Derwent Class: W01
International Patent Class (Main): H04L-012/66
File Segment: EPI

13/5/34   (Item 7 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

014493555   **Image available**
WPI Acc No: 2002-314258/200235
  One calling **system**
Patent Assignee: LIM K H (LIMK-I)
Inventor: LIM K H
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
KR 2001106317 A   20011129 KR 200161282   A   20010927 200235 B

Priority Applications (No Type Date): KR 200161282 A 20010927
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
KR 2001106317 A   1 G06F-017/60

Abstract (Basic): KR 2001106317 A
        NOVELTY - An one **calling** ordering system is provided to form only
an inherent number(telephone number) by forming the current off-line
delivery system as one network and making a database based on each
deliverable **store** .
        DETAILED DESCRIPTION - A service company(320) includes deliverable
stores as a food service shop(321), a **call** taxi company(322), an LPG
gas shop(323), and a flower shop(324). A main page(311) uses a client
telephone number(302) **calling** thereof is confirmed by one operator
communicated with a specific client out of many operators managing a
main page for moving to a page for a service order as a client ID(303).
A client ID/client table(315) judges whether a client is registered to
a system or not. A **client** database(314) includes a **client** name, a
client **telephone** number, a delivery address, and an ordering
history , and is comprised by a computer page. A service company
database(316) comprises deliverable companies as the food service
shop(321), the **call** taxi company(322), the LPG gas shop(323), and the
flower shop(324). A menu database(312) includes service kinds capable
of being supplied in each service company. An ordering database(313)
includes a kind and the number of service company, price information, a
delivery address, and a client telephone number of the service
company(320) ordered using one **calling** system.
        pp; 1 DwgNo 1/10
Title Terms: ONE; **CALL** ; SYSTEM
Derwent Class: T01
International Patent Class (Main): G06F-017/60
File Segment: EPI

13/5/35   (Item 8 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

014445638   **Image available**
WPI Acc No: 2002-266341/200231
XRPX Acc No: N02-206908
  Revertive call **routing management in e.g. telephone network, involves
  comparing subscriber's current telephone number with that in subscriber's
  file, when connecting subscriber to** calling **party, on** call **reception**
Patent Assignee: AT & T CORP (AMTT)
Inventor: FOLADARE M J; GOLDMAN S B; WANG S Q; WESTRICH R S

Bode Akintola 13-Mar-03

Number of Countries: 001   Number of Patents: 001
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
US 6330322   B1   20011211 US 98153221   A   19980914 200231 B

Priority Applications (No Type Date): US 98153221 A 19980914
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
US 6330322   B1   9 H04M-003/42

Abstract (Basic): US 6330322 B1
      NOVELTY - A subscriber's current telephone number is compared with
   the telephone number **stored** in a subscriber's file, when the
   subscriber and **calling** party are connected by a system during **call**
   reception. If the subscriber's current telephone number is different
   from the **stored** number, then the system queries the **subscriber**
   whether he wants the current **telephone** to be **stored** in the
   subscriber 's **profile** .
      DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for
   calling party-subscriber communication facilitation apparatus.
      USE - For updating subscriber's telephone number, IP address of
   subscriber's computer, unique ID of mobile paging device or facsimile
   in telephone network, Internet or other communication networks in
   response to revertive **call** .
      ADVANTAGE - Obviates the need for the subscriber to constantly
   place revertive **calls** from the same location.
      DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of
   revertive **call** updating system.
      pp; 9 DwgNo 1/5
Title Terms: REVERSION; **CALL** ; ROUTE; MANAGEMENT; TELEPHONE; NETWORK;
   COMPARE; SUBSCRIBER; CURRENT; TELEPHONE; NUMBER; SUBSCRIBER; FILE;
   CONNECT; SUBSCRIBER; **CALL** ; PARTY; **CALL** ; RECEPTION
Derwent Class: T01; W01
International Patent Class (Main): H04M-003/42
File Segment: EPI

   13/5/36   (Item 9 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014395914   **Image available**
WPI Acc No: 2002-216617/200227
XRPX Acc No: N02-166089
   **Mobile communication network operating method involves transmitting
   command for causing caller 's telephone to enter to predetermined menu
   function, when received profile includes predetermined indication**
Patent Assignee: BRITISH TELECOM PLC (BRTE)
Inventor: HEATLEY D J T
Number of Countries: 096   Number of Patents: 003
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
WO 200176299   A1   20011011 WO 2001GB1386 A   20010328 200227 B
AU 200142615   A   20011015 AU 200142615   A   20010328 200227
EP 1269785   A1   20030102 EP 2001915527 A   20010328 200310
                               WO 2001GB1386   A   20010328

Priority Applications (No Type Date): EP 2000302759 A 20000331
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes

WO 200176299 A1 E 24 H04Q-007/38
    Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
    CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS
    JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL
    PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
    Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
    IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW
AU 200142615 A   H04Q-007/38   Based on patent WO 200176299
EP 1269785   A1 E   H04Q-007/38   Based on patent WO 200176299
    Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
    LI LT LU LV MC MK NL PT RO SE SI TR

Abstract (Basic): WO 200176299 A1
        NOVELTY - A dialed destination network number is received from
    signaling data of **call** . A user profile **stored** based on retrieved
    number is accessed to retrieve corresponding **user** profile. When
    received **profile** contains predetermined indication associated with
    called   **user** , a command for causing **telephone** associated with
    calling user to enter predetermined menu function is transmitted.
        DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for
    communication network.
        USE - For operating mobile communication network e.g. general
    packet radio service (GPRS) network for remote selection of menu
    function of mobile telephone to deliver e-mail messages.
        ADVANTAGE - Anticipates the **calling** user's immediate action and
    commands telephone to enter corresponding menu function without
    requiring any input such as key presses.
        DESCRIPTION OF DRAWING(S) - The figure shows the mobile
    communication network.
        pp; 24 DwgNo 2/3
Title Terms: MOBILE; COMMUNICATE; NETWORK; OPERATE; METHOD; TRANSMIT;
  COMMAND; CAUSE; **CALL** ; TELEPHONE; ENTER; PREDETERMINED; MENU; FUNCTION;
  RECEIVE; PROFILE; PREDETERMINED; INDICATE
Derwent Class: W01
International Patent Class (Main): H04Q-007/38
International Patent Class (Additional): H04M-001/247; H04M-001/66;
  H04M-003/42
File Segment: EPI

 13/5/37   (Item 10 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

014385104   **Image available**
WPI Acc No: 2002-205807/200226
XRPX Acc No: N02-156763
  Call forwarding activation-reminder e.g. for mobile telephone subscribers
  that reminds subscriber of call forwarding before call has been received
  and forwarded
Patent Assignee: TELEFONAKTIEBOLAGET ERICSSON L M (TELF)
Inventor: MARTINEZ J
Number of Countries: 095 Number of Patents: 002
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
WO 200193547 A2   20011206 WO 2001SE1191   A   20010528 200226 B
AU 200162845 A   20011211 AU 200162845   A   20010528 200228

Priority Applications (No Type Date): US 2000579113 A 20000526
Patent Details:

                    Bode Akintola 13-Mar-03

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Patent No  Kind Lan Pg   Main IPC     Filing Notes
WO 200193547  A2 E 24 H04M-003/00
    Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
    CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN
    IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ
    PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
    Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
    IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW
AU 200162845  A         H04M-003/00    Based on patent WO 200193547
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Abstract (Basic): WO 200193547 A2
    NOVELTY - Involves determining that the call-forwarding feature has
been activated and asserting a reminder alert at the telephone
associated with the identification number on a timed, periodic basis
(450, 452). The method may be implemented as a after detection of the
presence of a mobile station (140), due to autonomous registration,
call origination, call termination, or receiving a service order.
    DETAILED DESCRIPTION - The method may be implemented as part of the
ANSI-41 standard, to include use of the AlertCode and
CallingFeaturesIndicator parameters.
    USE - To remind a **telephone** services **subscriber** with a
subscriber   profile linked to an identification number that a **call**
-forwarding feature is active e.g. for mobile telephone subscribers.
    ADVANTAGE - Reminds subscriber of call forwarding before a call has
been received and forwarded.
    DESCRIPTION OF DRAWING(S) - The drawing shows a signal flow diagram
of the method.
    Mobile station (140)
    Reminder alert signal (450, 452)
    pp; 24 DwgNo 3/7
Title Terms: CALL; FORWARDING; ACTIVATE; REMINDER; MOBILE; TELEPHONE;
  SUBSCRIBER; REMINDER; SUBSCRIBER; CALL; FORWARDING; CALL; RECEIVE;
  FORWARDING
Derwent Class: W01; W02
International Patent Class (Main): H04M-003/00
File Segment: EPI

 13/5/38   (Item 11 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

014349655   **Image available**
WPI Acc No: 2002-170358/200222
   Internet phone system and call **connection method**
Patent Assignee: NMTEL CO LTD (NMTE-N); NM TEL JH (NMTE-N)
Inventor: LIM M G
Number of Countries: 001 Number of Patents: 002
Patent Family:

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Patent No     Kind  Date     Applicat No    Kind   Date      Week
KR 2001092203 A     20011024 KR 200014273   A      20000321  200222  B
KR 340261     B     20020612 KR 200014273   A      20000321  200279
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Priority Applications (No Type Date): KR 200014273 A 20000321
Patent Details:

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Patent No  Kind Lan Pg   Main IPC      Filing Notes
KR 2001092203 A      1 H04L-012/66
KR 340261     B        H04L-012/66    Previous Publ. patent KR 2001092203
```

Abstract (Basic): KR 2001092203 A
    NOVELTY - An internet phone system and a **call** connection method

are provided to connect a client connected to an IP network to a general telephone network and a wireless mobile telephone communication network free using an Internet phone gateway and an RTP tunnel for performing a telephone conversation.

DETAILED DESCRIPTION - An RTP tunnel(130) designates an address to a packet received from a client or a gateway so that the packet is reached to a destination and performs a function for forwarding the packet. A user web interface includes a subscriber information management process module, an advertisement module, a service contents module, and an Internet phone program. A prepaid point management server(220) manages a prepaid point generated when an advertisement or service contents provided from the user web interface so that a **subscriber** connected through the **user** web interface performs an Internet **telephone** conversation. A **subscriber** directory server(210) **stores** a **subscriber** information **profile** of the subscriber and manages the **stored** subscriber information profile. An advertisement/contents management system server(290) manages the advertisement or service contents provided from the user web interface.

pp; 1 DwgNo 1/10

Title Terms: TELEPHONE; SYSTEM; **CALL** ; CONNECT; METHOD
Derwent Class: W01
International Patent Class (Main): H04L-012/66
File Segment: EPI

13/5/39   (Item 12 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014252647   **Image available**
WPI Acc No: 2002-073347/200210
 Method for checking history of financial transaction by three party phone call
Patent Assignee: TRUST & TRADE INC (TRAD-N)
Inventor: JUNG D G; SONG G D
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
KR 2001073693	A	20010801	KR 20002473	A	20000119	200210	B

Priority Applications (No Type Date): KR 20002473 A 20000119
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
KR 2001073693	A		1	G06F-017/60	

Abstract (Basic): KR 2001073693 A
NOVELTY - A financial transaction history check method is provided to enable a customer to **store** a voice message of no abnormal state in the transaction at a CTI(Computer **Telephone** Integration) server in checking a financial transaction **history** when the **customer** transacts financial services e.g. in an insurance or a stock service so that it can prevent a financial transaction accident.

DETAILED DESCRIPTION - The method comprises steps of a service operator receiving an arbitrary insurance contract application document at a branch office and making a CTI server, installed at a head office, connect a three party phone **call** , the service operator requesting a customer ID to the customer, asking if the history of the contract is correct and the customer signs an autograph on the contract, the CTI server **recording** the voice response of the customer at a memory, and the service operator approving the contract by using a terminal if the

operator determines that the contract is normal.
        pp; 1 DwgNo 1/10
Title Terms: METHOD; CHECK; HISTORY; FINANCIAL; TRANSACTION; THREE; PARTY;
  TELEPHONE; **CALL**
Derwent Class: T01
International Patent Class (Main): G06F-017/60
File Segment: EPI

 13/5/40   (Item 13 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014227096   **Image available**
WPI Acc No: 2002-047794/200206
  Method for receiving internet phone of intelligent ip terminal using
  lifetime number
Patent Assignee: KOREA TELECOM (KOTE-N)
Inventor: KIM M N
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
KR 2001057106 A   20010704 KR 9958876   A   19991218 200206 B

Priority Applications (No Type Date): KR 9958876 A 19991218
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
KR 2001057106 A   1 H04L-012/66

Abstract (Basic): KR 2001057106 A
        NOVELTY - A method for receiving an Internet phone of an
    intelligent IP terminal is provided to offer an Internet phone
    directory service for a public network applied to PSTN(Public Switching
    Telephone Network) with an intelligent terminal such as a PC, an H.323
    terminal and an IP phone by using a lifetime number.
        DETAILED DESCRIPTION - A registrant(60) registers his/her own
    lifetime number on a lifetime number system to map with an Internet
    protocol address of an intelligent terminal. Searching for the gateway
    address corresponding to the Internet protocol address of the
    registrant, and **stores** the Internet protocol address and the
    corresponding gateway address in the **profile** of the registrant. As a
    user (64) makes a **phone** **call** to the lifetime number of the
    registrant, a ring signal is transmitted to the registrant on the basis
    of the gateway address of the registrant. After finishing the **call** ,
    if either the registrant or the user hangs up the phone, the **call** is
    released.
        pp; 1 DwgNo 1/10
Title Terms: METHOD; RECEIVE; TELEPHONE; INTELLIGENCE; IP; TERMINAL;
  LIFETIME; NUMBER
Derwent Class: W01
International Patent Class (Main): H04L-012/66
File Segment: EPI

 13/5/41   (Item 14 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014218230   **Image available**
WPI Acc No: 2002-038928/200205

                    Bode Akintola 13-Mar-03

Method for delivering message to arbitrary subscribers among mobile subscribers conforming to profile
Patent Assignee: KOREA TELECOM (KOTE-N)
Inventor: KANG D Y
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
KR 2001054838	A	20010702	KR 9955822	A	19991208	200205	B

Priority Applications (No Type Date): KR 9955822 A 19991208
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
KR 2001054838	A		1	H04B-007/26	

Abstract (Basic): KR 2001054838 A
      NOVELTY - A method for delivering a message to arbitrary
subscribers among the mobile subscribers conforming to a profile is
provided so that a subscriber can appoint conditions using a service
provider's database, extract arbitrary subscriber, and transfer a voice
message or a character message to them, when other **subscribers
stores** their **profiles** in the database using their mobile **phones** .
      DETAILED DESCRIPTION - If a generic or mobile phone subscriber
calls a service provider up through a specific phone number(S100), the
service provider sends the first announcement to request the subscriber
to select one out of given items, such as subscriber **calling** , profile
registration or profile deletion(S101). In case that the subscriber
selects the profile registration(S102), the service provider judges
whether it is possible to confirm the **calling** number(S300). In case
that it is possible to confirm the **calling** number, the service
provider sends the seventh announcement so that the **caller** can input
his profile information through the keypad(S311,S312). Then the service
provider stores the **telephone** number and the inputted **profile**
in a database(S313).
      pp; 1 DwgNo 1/10
Title Terms: METHOD; DELIVER; MESSAGE; ARBITRARY; SUBSCRIBER; MOBILE;
  SUBSCRIBER; CONFORM; PROFILE
Derwent Class: W02
International Patent Class (Main): H04B-007/26
File Segment: EPI

 13/5/42   (Item 15 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014190325   **Image available**
WPI Acc No: 2002-011022/200201
XRPX Acc No: N02-009166
  Answering service for e.g. mobile telephone **in which different ringing
  modes can be selected for different** subscriber profiles stored **in
  the** telephone
Patent Assignee: NOKIA CORP (OYNO); NOKIA NETWORKS OY (OYNO)
Inventor: VITIKAINEN T; HEIKKINEN H
Number of Countries: 095 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 200178364	A1	20011018	WO 2001FI340	A	20010406	200201	B
FI 200000834	A	20011008	FI 2000834	A	20000407	200202	
FI 200001068	A	20011008	FI 20001068	A	20000508	200202	
AU 200152311	A	20011023	AU 200152311	A	20010406	200213	

Priority Applications (No Type Date): FI 20001068 A 20000508; FI 2000834 A
    20000407
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
WO 200178364   A1 E 24 H04M-003/527
    Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
    CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS
    JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL
    PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
    Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
    IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW
FI 200000834   A   H04M-000/00
FI 200001068   A   H04M-003/50
AU 200152311   A   H04M-003/527   Based on patent WO 200178364

Abstract (Basic): WO 200178364 A1
        NOVELTY - Gives different messages depending on user profile
    selected by **called** subscriber and/or identify of **calling** subscriber
    and also different ringing modes. The users selects from several
    profiles with the associated parameters. The parameters which are
    stored in the memory (M1') of the subscriber's terminal (1'') include
    message parameters (MSG1, MSG2, MSG3) which identify messages (A, B, C)
    that are associated with the respective profiles.
        USE - For e.g. mobile telephone.
        ADVANTAGE - Improved user-friendliness with easier updating of·
    answering service information.
        DESCRIPTION OF DRAWING(S) - The drawing shows a schematic diagram
    of the user terminal and network element.
        Memory (M1')
        Message parameters (MSG1, MSG2, MSG3)
        Messages (A, B, C)
        Subscriber's terminal (1'')
        Network element (5')
        pp; 24 DwgNo 3/4
Title Terms: ANSWER; SERVICE; MOBILE; TELEPHONE; RING; MODE; CAN; SELECT;
    SUBSCRIBER; PROFILE; STORAGE; TELEPHONE
Derwent Class: W01; W02
International Patent Class (Main): H04M-000/00; H04M-003/50; H04M-003/527
International Patent Class (Additional): H04Q-003/00; H04Q-007/22;
    H04Q-007/38
File Segment: EPI

 13/5/43   (Item 16 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

014141009   **Image available**
WPI Acc No: 2001-625220/200172
XRPX Acc No: N01-465980
    **Telephone identifying information using method for providing personalized
    content over** telephone **interface, involves accessing and updating** user
        profile **with computer**
Patent Assignee: TELLME NETWORKS INC (TELL-N)
Inventor: ACCARDI A; BRATHWAITE R S; DAVIS A M; GIANNANDREA J; LI Z; MCCUE
    M S; PARTOVI H; PORTER B W; WALTHER E
Number of Countries: 093 Number of Patents: 002
Patent Family:
Patent No   Kind Date   Applicat No   Kind   Date   Week
WO 200130058   A2 20010426 WO 2000US41448 A   20001019 200172 B

AU 200126158   A   20010430 AU 200126158   A   20001019 200172

Priority Applications (No Type Date): US 99426102 A 19991022
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
WO 200130058 A2 E 50 H04M-003/00
    Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
    CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
    KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT
    RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
    Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
    IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW
AU 200126158 A   H04M-003/00   Based on patent WO 200130058

Abstract (Basic): WO 200130058 A2
        NOVELTY - **Telephone** identifying information is used to access a
    user profile . A computer is used to update the user profile and to
    include a **record** of actions. The suggestions are presented over the
    telephone interface based on the **record** of actions. The suggestions
    include at least one of topic, subtopic, a content and an item for
    sale.
        DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the
    following:
        (a) Computer system using telephone identifying information to
    present information over telephone interface;
        (b) Computer system having user personalized profiles
        USE - For providing personalized content over telephone interface
    using computer.
        ADVANTAGE - The method provides personalized information content
    over telephone. The creation of voice portal is also supported. The
    voice portal uses **telephone** identifying information to select or
    create **user profile** to associate with a particular piece of
    telephone identifying information. The personalized content presented
    during a **telephone call** is specific to that **user** based on
    profile associated with **telephone** identifying information.
        DESCRIPTION OF DRAWING(S) - The figure illustrates system used to
    provide personalized content to users of telephones.
        pp; 50 DwgNo 1/5
Title Terms: TELEPHONE; IDENTIFY; INFORMATION; METHOD; CONTENT; TELEPHONE;
  INTERFACE; ACCESS; UPDATE; USER; PROFILE; COMPUTER
Derwent Class: T01; W01
International Patent Class (Main): H04M-003/00
International Patent Class (Additional): H04M-003/487
File Segment: EPI

 13/5/44   (Item 17 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014065668   **Image available**
WPI Acc No: 2001-549881/200161
Related WPI Acc No: 2001-536381; 2001-536382; 2001-541413; 2002-061540;
  2002-096925
XRPX Acc No: N01-408489
  **Audio signal pre-fetching method for use in telephone system, involves
  retrieving required audio signal for user contacted through telephone and
  converting it to packet based signal conforming to telephone packet
  protocol**
Patent Assignee: INFORMIO INC (INFO-N)

                    Bode Akintola 13-Mar-03

Inventor: JIMENEZ R; PICARD D
Number of Countries: 093   Number of Patents: 002
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
WO 200152509   A2   20010719   WO 2001US474   A   20010105   200161 B
AU 200126336   A   20010724   AU 200126336   ·A   20010105   200166

Priority Applications (No Type Date): US 2000195737 P 20000407; US
  2000175034 P 20000107; US 2000195645 P 20000407
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
WO 200152509 A2 E   37 H04M-003/00
    Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
    CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
    KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT
    RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
    Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
    IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW
AU 200126336 A   H04M-003/00   Based on patent WO 200152509

Abstract (Basic): WO 200152509 A2
      NOVELTY - A system greeting is provided to the **user** of audio web
    telephone system (100) on establishing **telephone   call** with the
    user through **telephone** . The **user   profile** is determined, based on
    which audio signals are retrieved from internet protocol network and
    stored . A particular audio signal requested by the user is retrieved
    from the **stored** signals and converted to packet based signal
    according to a telephone packet protocol.
      DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the
    following:
      (a) Audio signal prefetching method for multiple users;
      (b) Audio web telephone system
      USE - In audio web telephone system for providing advertisement,
    weather information, auction, web site information. Also for retrieving
    audio application attachments to e-mail.
      ADVANTAGE - Pre-fetching of audio signals, minimizes operation
    delay in the audio web telephone system.
      DESCRIPTION OF DRAWING(S) - The figure shows a simplified block
    diagram of an audio web telephone system architecture.
      Audio-web telephone system (100)
      pp; 37 DwgNo 2/6
Title Terms: AUDIO; SIGNAL; PRE; FETCH; METHOD; TELEPHONE; SYSTEM;
  RETRIEVAL; REQUIRE; AUDIO; SIGNAL; USER; CONTACT; THROUGH; TELEPHONE;
  CONVERT; PACKET; BASED; SIGNAL; CONFORM; TELEPHONE; PACKET; PROTOCOL
Derwent Class: W01
International Patent Class (Main): H04M-003/00
File Segment: EPI

 13/5/45   (Item 18 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

013904157   **Image available**
WPI Acc No: 2001-388370/200141
XRPX Acc No: N01-285503
 Message generating method during call -in-progress, involves identifying
  subscriber   profile **and preset event by monitoring connection of other
  telephone , is stored in** subscriber   profile **and generating preset
 message**

                    Bode Akintola 13-Mar-03

Patent Assignee: MEDIAONE GROUP INC (MEDI-N); QWEST COMMUNICATIONS INT INC
   (QWES-N)
Inventor: NABKEL J S
Number of Countries: 001   Number of Patents: 001
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
US 6178231   B1   20010123 US 97937578   A   19970925 200141 B

Priority Applications (No Type Date): US 97937578 A 19970925
Patent Details:
Patent No   Kind Lan Pg   Main IPC   Filing Notes
US 6178231   B1   7   H04M-011/00

Abstract (Basic): US 6178231 B1
       NOVELTY - Connection being attempted between subscriber telephone
   and other telephone is detected to determine ID number of other
   telephone . If the determined ID number is **stored** in **subscriber
   profile** , connection between **subscriber** **telephone** and other
   telephone is monitored to identify predetermined event. The
   predetermined message is generated based on predetermined event and
   subscriber profile.
       DETAILED DESCRIPTION - If ID is not **stored** in the subscriber
   profile, the subscriber is prompted to authorize **call** attendant
   monitoring of the connection. The predetermined message informs elapsed
   time, remaining time for **call** termination or current time. An
   INDEPENDENT CLAIM is also included for message generating system.
       USE - For generating message during selected **calls** -in-progress in
   telecommunication system.
       ADVANTAGE - Predetermined telephone messages are generated to
   assist the subscriber in terminating the **call** , thereby amount of time
   spent on **call** can be limited.
       DESCRIPTION OF DRAWING(S) - The figure shows the flow diagram for
   call processing method.
       pp; 7 DwgNo 2/3
Title Terms: MESSAGE; GENERATE; METHOD; **CALL** ; PROGRESS; IDENTIFY;
   SUBSCRIBER; PROFILE; PRESET; EVENT; MONITOR; CONNECT; TELEPHONE; STORAGE;
   SUBSCRIBER; PROFILE; GENERATE; PRESET; MESSAGE
Derwent Class: T01; W01
International Patent Class (Main): H04M-011/00
File Segment: EPI

 13/5/46   (Item 19 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

013815521   **Image available**
WPI Acc No: 2001-299733/200131
XRPX Acc No: N01-215040
   **Hybrid communication system for providing voice mail to users of IP
   telephones, includes CTI driver which reconfigures PBX such that the call
   is forwarded to voice mail system, when IP telephone is unavailable**
Patent Assignee: STARVOX INC (STAR-N)
Inventor: BARRY R B; CHANG G K; DUFFY J; RAAD S R
Number of Countries: 093   Number of Patents: 002
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
WO 200106740   A2   20010125 WO 2000US19209 A   20000714 200131 B
AU 200063465   A   20010205 AU 200063465   A   20000714 200134

Priority Applications (No Type Date): US 99143817 P 19990714
Patent Details:
Patent No   Kind Lan Pg   Main IPC   Filing Notes
WO 200106740 A2 E   74 H04M-003/00
    Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
    CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
    KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT
    RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
    Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
    IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW
AU 200063465 A   H04M-003/00   Based on patent WO 200106740

Abstract (Basic): WO 200106740 A2
        NOVELTY - User configures phantom port on PBX (12) to forward calls
    to IP telephone. Call setup request for call directed to port is
    received and station or trunk driver forwards to gateway server
    software. The software forwards call setup requests to IP/PBX call
    manager in IP/PBX telephone system (33). On availability of IP
    telephone, CTI driver reconfigures PBX so that call is forwarded to
    voice mail system.
        DETAILED DESCRIPTION - The phantom port is reconfigured to forward
    calls to voice mail system and the call is forwarded. An INDEPENDENT
    CLAIM is also included for method of providing voice mail to an IP
    telephone.
        USE - Hybrid communication system integrating IP/PBX telephone
    system with communication system having IP network to and public
    switched telephone network to provide unified voice mail to users of IP
    telephone.
        ADVANTAGE - The system achieves an integrated voice gateway system
    which provides both PBX telephone users and IP telephone uses with a
    common voice mail system. Provides an integrated system which tracks
    any modifications to a **profile** of any **telephone   user** in the
    enterprise. Sets up **call** automatically between **calling** party and
    called party as soon as called party hangs up.
        DESCRIPTION OF DRAWING(S) - The figure shows the schematic diagram
    of high level network architecture for various gateway configurations.
        PBX (12)
        Gateway server (31)
        IP/PBX telephone system (33)
        pp; 74 DwgNo 1/31
Title Terms: HYBRID; COMMUNICATE; SYSTEM; VOICE; MAIL; USER; IP; TELEPHONE;
  DRIVE; RECONFIGURE; PBX; CALL; FORWARDING; VOICE; MAIL; SYSTEM; IP;
  TELEPHONE; UNAVAILABLE
Derwent Class: T01; W01
International Patent Class (Main): H04M-003/00
File Segment: EPI

 13/5/47   (Item 20 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

013805934   **Image available**
WPI Acc No: 2001-290146/200130
XRPX Acc No: N01-207278
  **Stock exchange information distribution arrangement for subscribers, has
  message sender sending message via different form of senders, so that
  action to be executed is selected by subscriber while receiving message**
Patent Assignee: TELEFONAKTIEBOLAGET ERICSSON L M (TELF)
Inventor: ROOMER R
Number of Countries: 086 Number of Patents: 002

                    Bode Akintola 13-Mar-03

Patent Family:
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Patent No      Kind   Date     Applicat No    Kind   Date       Week
WO 200078067   A1     20001221 WO 99EP4108    A      19990611   200130  B
AU 9945133     A      20010102 AU 9945133     A      19990611   200130
                                WO 99EP4108    A      19990611
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Priority Applications (No Type Date): WO 99EP4108 A 19990611
Patent Details:
```
Patent No   Kind Lan Pg   Main IPC       Filing Notes
WO 200078067 A1  E   25   H04Q-007/22
```
  Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN
  CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
  LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK
  SL TJ TM TR TT UA UG US UZ VN YU ZA ZW
  Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
  IE IT KE LS LU MC MW NL OA PT SD SE SL SZ UG ZW
```
AU 9945133     A            H04Q-007/22   Based on patent WO 200078067
```

Abstract (Basic): WO 200078067 A1
        NOVELTY - A system server (17) is connected to internet (11), GSM
    network (1) and an external system interface (20). A message generator
    generates messages according to **profile** specified beforehand by the
    subscriber , so that action like **phone   call** initiation, financial
    transaction to be executed, is selected by subscriber, as message is
    received.
        DETAILED DESCRIPTION - A message sender sends the message via SMS
    sender, voice response unit sender-receiver, E-mail, facsimile, data
    message senders, selectively to the subscriber.
        USE - For use in service solution in telecommunication network.
        ADVANTAGE - Efficient solution is provided for distributing stock
    exchange information to the subscribers, thus the subscriber can handle
    his investments and initiate transaction without delay, using his
    mobile phone. The communication from subscriber to the service provider
    or third parties is also ensured.
        DESCRIPTION OF DRAWING(S) - The figure shows an illustrative
    diagram showing general architecture of network arrangement.
        GSM network (1)
        Internet (11)
        System server (17)
        System interface (20)
        pp; 25 DwgNo 1/4
Title Terms: STOCK; EXCHANGE; INFORMATION; DISTRIBUTE; ARRANGE; SUBSCRIBER;
  MESSAGE; SEND; SEND; MESSAGE; FORM; SEND; SO; ACTION; EXECUTE; SELECT;
  SUBSCRIBER; RECEIVE; MESSAGE
Derwent Class: T01; W01; W02
International Patent Class (Main): H04Q-007/22
File Segment: EPI

13/5/48   (Item 21 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

013788130
WPI Acc No: 2001-272341/200128
XRPX Acc No: N01-194458
  Mobile phone **using** user **-defined location-dependent** profiles **that
  are optimized for specific environments such as ring volume,** call
  diverting and call **screening**
Patent Assignee: ANONYMOUS (ANON)
Number of Countries: 001 Number of Patents: 001

                    Bode Akintola 13-Mar-03

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
RD 438021	A	20001010	RD 2000438021	A	20000920	200128	B

Priority Applications (No Type Date): RD 2000438021 A 20000920
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
RD 438021	A		1	H04B-000/00	

Abstract (Basic): RD 438021 A
        NOVELTY - A prerequisite is some means for a mobile phone to
    determine its position, preferably a global positioning system and the
    end user can identify and **store** one or more locations and the
    associated user-configured profiles with each location on a database.
    The user can then choose whether or not to enable automatic profile
    updating which causes the phone to check its current location
    periodically and to load the profile associated with a **stored**
    location when matched. Optionally, the user may manually associate a
    profile with a location and is prompted as to whether the association
    should be **stored** for automatic updating.
        USE - Automatically changing profiles in a mobile phone based on
    its detected location.
        pp; 1 DwgNo 0/0
Title Terms: MOBILE; TELEPHONE; USER; DEFINE; LOCATE; DEPEND; PROFILE;
  SPECIFIC; ENVIRONMENT; RING; VOLUME; **CALL** ; DIVERT; **CALL** ; SCREEN
Derwent Class: W01; W02
International Patent Class (Main): H04B-000/00
File Segment: EPI

 13/5/49   (Item 22 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

013783499   **Image available**
WPI Acc No: 2001-267710/200128
XRPX Acc No: N01-191603
   **Terminal operating method in communications network - deciding which
   subscriber profile is utilized at call to or from communications terminal
   through service logic in communications network**
Patent Assignee: SIEMENS AG (SIEI)
Inventor: NIEPEL A; REIMER U; RUESSMANN M
Number of Countries: 025 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 1091604	A2	20010411	EP 2000120877	A	20000925	200128	B
DE 19947077	A1	20010510	DE 1047077	A	19990930	200128	
DE 19947077	C2	20020110	DE 1047077	A	19990930	200206	

Priority Applications (No Type Date): DE 1047077 A 19990930
Cited Patents: No-SR.Pub
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 1091604	A2	G	7	H04Q-007/32	

   Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
   LI LT LU LV MC MK NL PT RO SE SI

| DE 19947077 | A1 | | | H04Q-007/24 | |
| DE 19947077 | C2 | | | H04Q-007/24 | |

Abstract (Basic): EP 1091604 A
        The method involves operating a communications terminal (KE) in a

communications network, which is associated with a subscriber
identification number (IMSI). At least two phone numbers (MSISDNa,
MSISDNb) are associated with the subscriber identification number, and
each phone number is associated with a subscriber profile (a, b).

A service logic in the communications network decides which
subscriber profile is utilized at a **call** to or from the
communications terminal. The **subscriber** **profile** to be used is
indicated through the dialed **phone** number at an incoming **call**, and
the subscriber is visually or acoustically notified, at which phone
number the incoming call is directed.

USE - Especially for mobile telephone network, e.g. GSM.

ADVANTAGE - Enables flexible association of several subscriber
profiles with subscriber identification module, and simple and
comfortable administration of profiles.

Dwg.1/2

Title Terms: TERMINAL; OPERATE; METHOD; COMMUNICATE; NETWORK; DECIDE;
  SUBSCRIBER; PROFILE; CALL; COMMUNICATE; TERMINAL; THROUGH; SERVICE; LOGIC
  ; COMMUNICATE; NETWORK
Derwent Class: W01; W02
International Patent Class (Main): H04Q-007/24; H04Q-007/32
International Patent Class (Additional): H04B-007/26; H04M-001/00;
  H04Q-007/38
File Segment: EPI

 13/5/50   (Item 23 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013626026   **Image available**
WPI Acc No: 2001-110234/200112
XRPX Acc No: N01-402956
  **System and method for providing a selective prepaid mobile telephone
  service uses a destination number dialling method through call
  registering, receiving and processing steps.**
Patent Assignee: TELCOIN CO LTD (TELC-N); LEE J H (LEEJ-I); TELCOIN JH
  (TELC-N)
Inventor: LEE J H; LEE J
Number of Countries: 094 Number of Patents: 004
Patent Family:
Patent No	Kind	Date	Applicat No	Kind	Date	Week	
KR 2000024283	A	20000506	KR 20005249	A	20000202	200112	B
WO 200158031	A1	20010809	WO 2001KR151	A	20010202	200161	
AU 200132392	A	20010814	AU 200132392	A	20010202	200173	
KR 333110	B	20020418	KR 20005249	A	20000202	200269	

Priority Applications (No Type Date): KR 20005249 A 20000202
Patent Details:
Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
KR 2000024283	A			H04Q-001/30	
WO 200158031	A1	E	53	H04B-001/38	

    Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
    CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
    KE KG KP KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO
    RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
    Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
    IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW
| AU 200132392 | A | | | H04B-001/38 | Based on patent WO 200158031 |
| KR 333110 | B | | | H04Q-001/30 | Previous Publ. patent KR 2000024283 |

Abstract (Basic): WO 200158031 A1

                    Bode Akintola 13-Mar-03

NOVELTY - First, a selective prepaid mobile telephone service (SPPS) with a not-registered, a registered-but-not-activated or registered-and-activated value is held in a **subscriber profile** . Second, a mobile **telephone call** is received and processed. Finally, the **call** received is treated as a general **call** if the SPPS field is set as not-registered or registered-but-not-activated but it is treated as a prepaid call if the SPPS field is set as registered-and-activated.
USE - In mobile telephone services.
ADVANTAGE - Deposit money capable of being used for the selective prepaid mobile telephone service can be accumulated by using compensation acquired from Web servers on the Internet.
DESCRIPTION OF DRAWING(S) - The drawing shows a logical flow diagram of the present invention step by step.
pp; 53 DwgNo 2/4
Title Terms: SYSTEM; METHOD; SELECT; PREPAYMENT; MOBILE; TELEPHONE; SERVICE ; DESTINATION; NUMBER; DIAL; METHOD; THROUGH; CALL; REGISTER; RECEIVE; PROCESS; STEP
Derwent Class: W01; W02
International Patent Class (Main): H04B-001/38; H04Q-001/30
File Segment: EPI

13/5/51   (Item 24 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013575305   **Image available**
WPI Acc No: 2001-059512/200107
XRPX Acc No: N01-044397
  Method for accessing information identifying telephone services, e.g. call waiting, caller ID, flexible calling , involves enabling telephone services assigned to first communication device
Patent Assignee: SIEMENS INFORMATION & COMMUNICATIONS NET (SIEI   )
Inventor: BEYDA W J; SHAFFER S
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 6125108	A	20000926	US 9854856	A	19980402	200107	B

Priority Applications (No Type Date): US 9854856 A 19980402
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6125108	A		14	H04L-012/16	

Abstract (Basic): US 6125108 A
    NOVELTY - The method involves enabling telephone services assigned to a first communication device by enabling telephone services indicated within accessed data if the accessed data is a first user profile. The data at a first physical address are accessed in a memory space after communication with the first communication device is performed in response to a request for access to a communication link.
    DETAILED DESCRIPTION - The first physical address is transmitted to the first communication device for storage in a second memory remote from a main memory an accessible by operation of the first communication device. The **user** service **profiles** indicating sets of. **telephone** services assigned to **individual** communication devices are **stored** in the main memory. Each user service profile is made specific to one of the communication devices. The storage of the **user** service **profiles** includes the entering of the first **user** service **profile** indicating **telephone** services assigned to the first communication

device. The first **user** service **profile** includes the first physical address in the memory space of the main memory. INDEPENDENT CLAIMS are also included for the following:
     (a) a system for providing client identification;
     (b) and a method for providing client identification.
     USE - For accessing information identifying telephone services, e.g. **call** waiting, **caller** ID, flexible **calling** provided to communication device e.g. telephone, internet protocol (IP) telephony device.
     ADVANTAGE - Establishes communication links and provides high efficiency client identification during establishment of a communication link. Enables communication device to identify the physical location in main memory at which the appropriate user service profile might be accessed.
     DESCRIPTION OF DRAWING(S) - The figure shows the flowchart of utilizing enhanced client identification system to enable **call** services in a user communication device utilizing a user service profile address transmitted from the user communication device.
     pp; 14 DwgNo 4/6
Title Terms: METHOD; ACCESS; INFORMATION; IDENTIFY; TELEPHONE; SERVICE; **CALL** ; WAIT; **CALL** ; ID; FLEXIBLE; **CALL** ; ENABLE; TELEPHONE; SERVICE; ASSIGN; FIRST; COMMUNICATE; DEVICE
Derwent Class: W01
International Patent Class (Main): H04L-012/16
File Segment: EPI

13/5/52   (Item 25 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013312617   **Image available**
WPI Acc No: 2000-484554/200043
XRPX Acc No: N00-360246
  Graphical message notifications use graphic images related to caller **to append to notification of message left by** caller
Patent Assignee: NORTEL NETWORKS CORP (NELE)
Inventor: BRENNAN P M; CRUICKSHANK B; LUMSDEN J E
Number of Countries: 027 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 1017214	A2	20000705	EP 99310512	A	19991223	200043	B
CA 2287146	A1	20000628	CA 2287146	A	19991022	200045	
BR 9905985	A	20000829	BR 995985	A	19991227	200046	

Priority Applications (No.Type Date): US 98220962 A 19981228
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 1017214	A2	E	34	H04M-003/50	

   Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI

CA 2287146	A1	E		H04L-012/54	
BR 9905985	A			H04M-003/533	

Abstract (Basic): EP 1017214 A2
     NOVELTY - The communication system includes a messaging server, e.g. a voice messing server (70). When a **caller** is directed to the server, a message can be **recorded** (20). At the same time a graphical image relating to the **caller** along with a notification message (22) of the **call** . The graphical image may be retrieved from a user profile

(18) of the **caller** . When a user requests notification of messages,
the notifications and graphic images are moved to a suitable terminal
(16).
    USE - Provision of graphical images related to **recorded** messages
    ADVANTAGE - By adding a graphical image to the message notification
the user is assisted in responding to messages
    DESCRIPTION OF DRAWING(S) - Messaging system
    Profile of **telephone** **users** (18)
    Conventional message database (20)
    Database of notification messages including graphic images from
profile database (22)
    pp; 34 DwgNo 1/17
Title Terms: GRAPHICAL; MESSAGE; GRAPHIC; IMAGE; RELATED; **CALL** ; APPENDAGE
 ; NOTIFICATION; MESSAGE; LEFT; **CALL**
Derwent Class: W01
International Patent Class (Main): H04L-012/54; H04M-003/50; H04M-003/533
International Patent Class (Additional): H04M-003/533
File Segment: EPI

13/5/53   (Item 26 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

013091885   **Image available**
WPI Acc No: 2000-263757/200023
XRPX Acc No: N00-197254
  Communication network switching system for telephone , **has** user
  information database to store **aural** profile **corresponding to** user
  **discriminative information based on which communication service control
  is performed**
Patent Assignee: OKI ELECTRIC IND CO LTD (OKID)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
JP 2000069172	A	20000303	JP 98231893	A	1998081	200023	B

Priority Applications (No Type Date): JP 98231893 A 19980818
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2000069172	A		6	H04M-003/42	

Abstract (Basic): JP 2000069172 A
    NOVELTY - User contract table (10) **stores** communication contract
service situation based on user discriminative information. User
information database (20) **stores** aural profile based on user
discriminative information and aural conversion synthesizer (30)
converts aural profile. Control unit (40) performs communication
service which outputs audio signal, when **called** party is a contractor
of communication service. USE For telephone and facsimile. ADVANTAGE -
Eliminates unnecessary reception of **calls** due to **calling** party's
carelessness such as wrong dialing. Reduces utilization fee collected
by connection with **call** companion. DESCRIPTION OF DRAWING(S) - The
figure shows communication network system. (10) User contract table;
(20) User information database; (30) Aural conversion synthesizer; (40)
Control unit.
    Dwg.1/6
Title Terms: COMMUNICATE; NETWORK; SWITCH; SYSTEM; TELEPHONE; USER;
  INFORMATION; DATABASE; STORAGE; AURAL; PROFILE; CORRESPOND; USER;
  DISCRIMINATE; INFORMATION; BASED; COMMUNICATE; SERVICE; CONTROL;

PERFORMANCE
Derwent Class: W01
International Patent Class (Main): H04M-003/42
File Segment: EPI

13/5/54   (Item 27 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

013052630   **Image available**
WPI Acc No: 2000-224485/200019
XRPX Acc No: N00-168213
  **Communication signal switching control method for use in communication
  network, involves switching communication signal from calling to
  receiving terminals if calling time is after start time and before stop
  time**
Patent Assignee: TELEFONAKTIEBOLAGET ERICSSON L M (TELF)
Inventor: LENC D
Number of Countries: 088 Number of Patents: 002
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
WO 200010346   A1   20000224 WO 99AU646   A   19990810 200019 B
AU 9953644   A   20000306 AU 9953644   A   19990810 200030

Priority Applications (No Type Date): AU 985258 A 19980814
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
WO 200010346 A1 E   43 H04Q-007/14
   Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN
   CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
   KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG
   SI SK SL TJ TM TR TT UA UG US UZ VN YU ZA ZW
   Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
   IE IT KE LS LU MC MW NL OA PT SD SE SL SZ UG ZW
AU 9953644   A   H04Q-007/14   Based on patent WO 200010346

Abstract (Basic): WO 200010346 A1
     NOVELTY - A portion of one zone is displaced within visually
distinct areas to automatically set one or both of the start time and
stop time in data field. The communication signal is switched from
calling terminal (4) to receiving terminals (5,6), if calling time is
after the start time and before stop time.
     DETAILED DESCRIPTION - The start and stop time are partially
selected from one or more menus of predefined choices displayed on
visual display (18). The position of respective zone boundaries are
adjusted to correspond to start and stop time. Two or more visually
distinct zones are created within visually distinct areas with each
zone representing distinct, continuous time duration. An INDEPENDENT
CLAIM is also included for communication signal switching control
program.
     USE - For controlling switching of time dependent telephone call
forwarding in telecommunication network.
     ADVANTAGE - Provides graphical **user** interface which enables **user**
 of **call** -forwarding and **telephone** services to easily manage own
customer profile without requiring intervention of network operator
or use of complex **telephone** key sequences.   .
     DESCRIPTION OF DRAWING(S) - The figure shows the schematic diagram
illustrating communication network.
     Calling terminal (4)

                     Bode Akintola 13-Mar-03

Receiving terminals (5,6)
Visual display (18)
pp; 43 DwgNo 1/9
Title Terms: COMMUNICATE; SIGNAL; SWITCH; CONTROL; METHOD; COMMUNICATE;
  NETWORK; SWITCH; COMMUNICATE; SIGNAL; CALL; RECEIVE; TERMINAL; CALL; TIME
  ; AFTER; START; TIME; STOP; TIME
Derwent Class: T01; W01
International Patent Class (Main): H04Q-007/14
File Segment: EPI

13/5/55   (Item 28 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

013024590   **Image available**
WPI Acc No: 2000-196441/200018
XRPX Acc No: N00-145436
  **Connection construction control method in mobile communications system –
  forwarding private** call **number profile of subscriber at movement in
  visitor network, and** storing **profile by update procedure in further
  subscriber database, dependent on current whereabouts of subscriber**
Patent Assignee: SIEMENS AG (SIEI)
Inventor: DZUBAN S; ERFURT F; FOELL U; LEITGEB M; NIEPEL A; REIMER U;
  SCHENDEL J
Number of Countries: 022 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
DE 19839016	A1	20000302	DE 1039016	A	19980827	200018	B
WO 200013445	A1	20000309	WO 99DE2696	A	19990827	200020	
EP 1108341	A1	20010620	EP 99953627	A	19990827	200135	
			WO 99DE2696	A	19990827		
CN 1315123	A	20010926	CN 99810120	A	19990827	200206	
JP 2002525941	W	20020813	WO 99DE2696	A	19990827	200267	
			JP 2000571108	A	19990827		

Priority Applications (No Type Date): DE 1039016 A 19980827
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
DE 19839016	A1		5	H04Q-007/38	
WO 200013445	A1	G			

    Designated States (National): CN JP US
    Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU
MC NL PT SE

| EP 1108341 | A1 | G | | H04Q-007/38 | Based on patent WO 200013445 |

    Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LI
LU MC NL PT SE

| CN 1315123 | A | | | H04Q-007/38 | |
| JP 2002525941 | W | | 22 | H04Q-007/36 | Based on patent WO 200013445 |

Abstract (Basic): DE 19839016 A
    The method involves **storing** subscriber-specific data of each
  mobile subscriber registered in his home network (HPLMN) in at least
  one subscriber database (HLR), and entering the data through an update
  procedure (LUP) at a movement of the subscriber in a further subscriber
  database (VLR), dependent on its current whereabouts. Connections to or
  from a communications terminal (MS) of the mobile subscriber are set up
  by an exchange (MSC) coupled with the further subscriber database.
    A **call** number profile (R-CSI) is additionally **stored** in the
  subscriber database of the home network, having universally valid
  telephone numbers (No1, No2) for all registered mobile **subscribers** .

The **call** number **profile** is forwarded at movement of the respective
subscriber in a visitor network (VPLMN), and is **stored** by the update
procedure in the further **subscriber** database. The **phone** numbers of
the **call** number **profile** are compared by the exchange in the visitor
network with a target telephone number (CldPA) chosen by the subscriber
for a connection outgoing from the communications terminal. A
connection is set up at agreement of the numbers, to a service control
arrangement (SCP) which converts the forwarded target telephone number
into a new target telephone number (CldPA*), and returns it to the
exchange for a further connection construction.
    USE - Especially in UMTS.
    ADVANTAGE - Enables use of telephone numbers familiar to subscriber
outside his home network.
    Dwg.1/1
Title Terms: CONNECT; CONSTRUCTION; CONTROL; METHOD; MOBILE; COMMUNICATE;
  SYSTEM; FORWARDING; PRIVATE; **CALL** ; NUMBER; PROFILE; SUBSCRIBER;
  MOVEMENT; VISIT; NETWORK; STORAGE; PROFILE; UPDATE; PROCEDURE; SUBSCRIBER
  ; DATABASE; DEPEND; CURRENT; SUBSCRIBER
Derwent Class: W01; W02
International Patent Class (Main): H04Q-007/36; H04Q-007/38
International Patent Class (Additional): H04L-012/28
File Segment: EPI

 13/5/56   **(Item 29 from file: 350)**
DIALOG(R)File 350:Derwent WPIX
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012711270   **Image available**
WPI Acc No: 1999-517381/199943
XRPX Acc No: N99-384666
  Wireless telephone fraud detection system
Patent Assignee: CELLULAR TECH SERVICES CO INC (CELL-N)
Inventor: KAPLAN D; SHARMA C
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
US 5940751	A	19990817	US 96669773	A	19960627	199943	B

Priority Applications (No Type Date): US 96669773 A 19960627
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 5940751	A		18	H04Q-007/20	

Abstract (Basic): US 5940751 A
    NOVELTY - A decision engine (111) designates subsequent
communication as valid based on output of fingerprint analyzer that
classifies unauthenticated telephone as authorized or fraudulent and
communication parameter data storage area (112).
    DETAILED DESCRIPTION - A fingerprint analyzer (116) classifies an
unauthenticated wireless telephone as authorized or fraudulent based on
transmission characteristics of unauthenticated transmitter.
Communication parameters of authorized transmitter are **stored** in data
storage area. INDEPENDENT CLAIMS are also included for the following:
    (a) system for processing wireless telephone communication signals;

    (b) method for processing wireless telephone communication signals
    USE - For fraud detection in cellular telephone system.
    ADVANTAGE - Periodical updating to **store** new data associated with
authorized wireless **telephone** is enabled. Provides **customer** **call**

profile data in simple format that can be readily analyzed, thereby reducing possibility of incorrection rejection of valid **call** .
    DESCRIPTION OF DRAWING(S) - The figure shows block diagram of wireless telephone fraud detection system.
        Decision engine (111)
        Data storage area (112)
        Fingerprint analyzer (116)
        pp; 18 DwgNo 4/5
Title Terms: WIRELESS; TELEPHONE; FRAUD; DETECT; SYSTEM
Derwent Class: W01; W02
International Patent Class (Main): H04Q-007/20
File Segment: EPI

13/5/57   (Item 30 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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012702855   **Image available**
WPI Acc No: 1999-508966/199942
XRPX Acc No: N99-379275
  Terminal allocation method for virtual private network - defining user profile for each subscriber in self contained sub- network and allocated user profile to any terminal when subscriber wants to use network
Patent Assignee: SIEMENS AG (SIEI)
Inventor: HAGEMANN J
Number of Countries: 021 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9943138	A1	19990826	WO 98DE3520	A	19981130	199942	B
BR 9815659	A	20001024	BR 9815659	A	19981130	200058	
			WO 98DE3520	A	19981130		
EP 1057313	A1	20001206	EP 98965593	A	19981130	200064	
			WO 98DE3520	A	19981130		

Priority Applications (No Type Date): DE 1006588 A 19980217
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
WO 9943138	A1	G	17	H04M-003/42	

    Designated States (National): BR JP US
    Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

BR 9815659	A			H04M-003/42	Based on patent WO 9943138
EP 1057313	A1	G		H04M-003/42	Based on patent WO 9943138

    Designated States (Regional): DE ES FR GB IT

Abstract (Basic): WO 9943138 A
    The method involves defining a user profile for each subscriber in a self contained sub-network. The user profile can be allocated to any terminal when a subscriber wants to use the network. Preferably, several possible user profiles are defined for one user. One user profile is selected from all the user profiles for the user dependent on the used terminal.
    A terminal can only be used if a **user   profile** was allocated before. The **user   profile** includes allowed destination **telephone** numbers or **call** number areas to which the user can be connected.
    USE - E.g. for mobile telephones.
    ADVANTAGE - Facilitates passing on communication terminal to other users.
    Dwg.1/2

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Title Terms: TERMINAL; ALLOCATE; METHOD; VIRTUAL; PRIVATE; NETWORK; DEFINE;
   USER; PROFILE; SUBSCRIBER; SELF; CONTAIN; SUB; NETWORK; ALLOCATE; USER;
   PROFILE; TERMINAL; SUBSCRIBER; NETWORK
Derwent Class: W01; W02
International Patent Class (Main): H04M-003/42
International Patent Class (Additional): H04Q-007/22
File Segment: EPI

 13/5/58   (Item 31 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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012317500   **Image available**
WPI Acc No: 1999-123606/199911
XRPX Acc No: N99-090485
   Selective password use method for cellular telephone system - involves
   portable telephone maintaining list of called or calling **numbers and**
   if new number occurs, requesting PIN before proceeding with call **and**
   storing **new number in list**
Patent Assignee: LUCENT TECHNOLOGIES INC (LUCE)
Inventor: HAIMI-COHEN R
Number of Countries: 028 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 896486	A2	19990210	EP 98306017	A	19980728	199911	B
CA 2243823	A	19990206	CA 2243823	A	19980723	199929	
US 5983093	A	19991109	US 97906817	A	19970806	199954	
MX 9806226	A1	19990901	MX 986226	A	19980803	200067	

Priority Applications (No Type Date): US 97906817 A 19970806
Cited Patents: No-SR.Pub
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 896486	A2	E	19	H04Q-007/22	

   Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
   LI LT LU LV MC MK NL PT RO SE SI

CA 2243823	A			H04Q-007/38	
US 5983093	A			H04Q-007/20	
MX 9806226	A1			H04L-001/00	

Abstract (Basic): EP 896486 A
      The method uses portable telephones that contain a number history
   list. (223). The handsets' also have a PIN memory (221). When the **user**
    enters a **telephone** number that does not exist in the lhistory list,
   re-dial or speed dial lists, the user is required to enter a PIN before
   the **call** is connected.
      Similarly, if a **call** is received that is not in a list, the PIN
   has to be entered to receive it. Counts can be used to determine which
   entries to drop from the list when it becomes full. The history list
   can be **stored** within the communications system which performs the
   check and requests PIN entry

   USE - Protecting cellular telephones from use after theft.

   ADVANTAGE - By only requiring PIN entry for new numbers legitimate
   user is rarely inconvenienced while use after theft is still prevented.

   DESCRIPTION OF DRAWING - Cellular telephone structure. List of
   parts: (221) User Password; (223-227) Lists of known numbers.

Dwg.2/10
Title Terms: SELECT; PASSWORD; METHOD; CELLULAR; TELEPHONE; SYSTEM;
  PORTABLE; TELEPHONE; MAINTAIN; LIST; **CALL** ; **CALL** ; NUMBER; NEW; NUMBER;
  OCCUR; REQUEST; PIN; PROCEED; **CALL** ; STORAGE; NEW; NUMBER; LIST
Derwent Class: W01; W02
International Patent Class (Main): H04L-001/00; H04Q-007/20; H04Q-007/22;
  H04Q-007/38
International Patent Class (Additional): H04M-001/66; H04Q-007/32
File Segment: EPI

13/5/59   (Item 32 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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012292471   **Image available**
WPI Acc No: 1999-098577/199909
XRPX Acc No: N99-071865
  Profile controlled filtering message retrieval system for e-mail and
  voice mail messages - includes message server and profile **database,**
  user **can dial up server from** telephone **or computer and define specific**
   profile **for filtering messages to be picked up**
Patent Assignee: MITEL CORP (MTLC); MITEL KNOWLEDGE CORP (MTLC)
Inventor: PINARD D L; PINARD D
Number of Countries: 001 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
GB 2328110	A	19990210	GB 9716393	A	19970801	199909	B
GB 2328110	B	20011212	GB 9716393	A	19970801	200205	

Priority Applications (No Type Date): GB 9716393 A 19970801
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
GB 2328110	A		14	H04M-003/50	
GB 2328110	B			H04M-003/50	

Abstract (Basic): GB 2328110 A
      The system includes a message server (7) connected to voice mail
   (5) and e-mail (3) databases though LAN (1). A user agent (25) - this
   may be a software implemented Windows (RTM) application - represents
   the user in the system and is used to define message profiles which are
   stored in the profile database (27).

      The user dials up the message server from e.g. a laptop computer or
   telephone, via PSTN (13) and MVIP (9). In the case of a voice **call** a
   trunk agent (29) implements digit translation or button identification.
   The trunk agent passes a profile request to the user agent which
   obtains the relevant profile form the databases' . The user agent then
   retrieves the users message from the databases according to the
   criteria (e.g. priority, length of message, sender, etc.) laid down in
   the profile.

      USE - When user wishes to retrieve only some of their messages and
   filter the ones to be retrieved according to their own preferences.

      ADVANTAGE - User can pre-set their profile to be specific to their
   needs and **store** different profiles for different circumstances.
   Avoids time spent having to listen to or read all messages **stored** .
      Dwg.1/5
Title Terms: PROFILE; CONTROL; FILTER; MESSAGE; RETRIEVAL; SYSTEM; MAIL;
  VOICE; MAIL; MESSAGE; MESSAGE; SERVE; PROFILE; DATABASE; USER; CAN; DIAL;

Bode Akintola 13-Mar-03

UP; SERVE; TELEPHONE; COMPUTER; DEFINE; SPECIFIC; PROFILE; FILTER;
  MESSAGE; PICK; UP
Derwent Class: T01; W01
International Patent Class (Main): H04M-003/50
File Segment: EPI

  13/5/60   (Item 33 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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012240085   **Image available**.
WPI Acc No: 1999-046193/199904
Related WPI Acc No: 2000-086512
XRPX Acc No: N99-033693
  **Telecommunications system providing for delivery of promotional messages
  - has association processor for comparing preset targeting criteria of
  each promotional message with profile data of each subscribed** calling
  **party to obtain data for associating each message with at least one
  subscribed** calling **party**
Patent Assignee: BROADPOINT COMMUNICATIONS INC (BROA-N); ABDELRAHMAN A Y
  (ABDE-I); KAMEL A P (KAME-I)
Inventor: ABDELRAHMAN A; KAMEL A P; ABDELRAHMAN A Y
Number of Countries: 084 Number of Patents: 007
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9856154	A1	19981210	WO 98US8087	A	19980514	199904	B
AU 9873604	A	19981221	AU 9873604	A	19980514	199919	
US 5937037	A	19990810	US 9815063	A	19980128	199938	
ZA 9804533	A	20000223	ZA 984533	A	19980527	200016	
EP 995297	A1	20000426	EP 98920862	A	19980514	200025	
			WO 98US8087	A	19980514		
US 20010014145	A1	20010816	US 9748444	P	19970602	200149	
			US 9815063	A	19980128		
			US 99369399	A	19990806		
BR 9812617	A	20020528	BR 9812617	A	19980514	200239	
			WO 98US8087	A	19980514		

Priority Applications (No Type Date): US 9815063 A 19980128; US 9748444 P
  19970602; US 99369399 A 19990806
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
WO 9856154   A1 E 95 H04M-001/64
  Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU
  CZ DE DK EE ES FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR
  LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
  TR TT UA UG US UZ VN YU ZW
  Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
  IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW
AU 9873604   A   Based on patent WO 9856154
ZA 9804533   A   94 H04L-000/00
EP 995297   A1 E   H04M-001/64   Based on patent WO 9856154
  Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LI
  LU MC NL PT SE
US 20010014145 A1   H04M-001/64   Provisional application US 9748444

                         Cont of application US 9815063
                         Cont of patent US 5937037
BR 9812617   A   H04M-001/64   Based on patent WO 9856154

Abstract (Basic): WO 9856154 A

                    Bode Akintola 13-Mar-03

The telecommunication system for delivering promotional messages to subscribed **calling** parties comprises an association processor for comparing preset targeting criteria of each promotional message with profile data of each subscribed **calling** party to obtain data associating each of the promotional messages with at least one subscribed **calling** party. A message queue has a number of electronic queues, each being assigned to at least one **calling** party and **stores** the data associating each promotional message with at least one subscribed **calling** party.

A **call** processor accesses an electronic queue assigned to a **calling** party, and delivers to at least the **calling** party a promotional message according to the data in the accessed queue. The number of individual electronic queues are respectively identifiable by unique queue identification numbers respectively corresponding to unique **calling** party personal identification numbers. A message bank **stores** data indicative of the promotional messages, and a customer profile bank for **storing** the profile data.

USE - E.g. for sending advertising information, public service announcements, surveys etc. to end **user** according to **user** - **profile** , preferences and/or interests. Provides messages to analog or digital **telephones** , screen-phones, and video-phones.

ADVANTAGE - Prepares multiple queues having different targetting precisions.

Dwg.2/14

Title Terms: TELECOMMUNICATION; SYSTEM; DELIVER; PROMOTE; MESSAGE; ASSOCIATE; PROCESSOR; COMPARE; PRESET; CRITERIA; PROMOTE; MESSAGE; PROFILE; DATA; **CALL** ; PARTY; OBTAIN; DATA; ASSOCIATE; MESSAGE; ONE; **CALL** ; PARTY

Derwent Class: W01

International Patent Class (Main): H04L-000/00; H04M-001/64

International Patent Class (Additional): H04B-000/00; H04H-000/00; H04N-000/00

File Segment: EPI

13/5/61 **(Item 34 from file: 350)**
DIALOG(R)File 350:Derwent WPIX
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012218849 **Image available**
WPI Acc No: 1999-024955/199902
XRPX Acc No: N99-019123
Computer-implemented method for providing call **centre based customer services - using** call **flow process for providing questions for** call **receiver handling telephone** calls **and** storing **data input by** call **receiver based on answers to questions**
Patent Assignee: MCI WORLDCOM INC (MCIW-N); MCI COMMUNICATIONS CORP (MCIC-N)
Inventor: IVEY B; LA RUE D L; LEONARD T M
Number of Countries: 023 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
WO 9853593	A1	19981126	WO 98US10254	A	19980519	199902	B
AU 9875805	A	19981211	AU 9875805	A	19980519	199917	
EP 983675	A1	20000308	EP 98923535	A	19980519	200017	
			WO 98US10254	A	19980519		
MX 9910719	A1	20000901	MX 9910719	A	19991119	200139	
JP 2002514372	W	20020514	JP 98550539	A	19980519	200236	
			WO 98US10254	A	19980519		

Priority Applications (No Type Date): US 97859411 A 19970520

Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
WO 9853593   A1 E 52 H04M-003/50
    Designated States (National): AU CA JP MX
    Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU
    MC NL PT SE
AU 9875805   A   Based on patent WO 9853593
EP 983675   A1 E   H04M-003/50   Based on patent WO 9853593
    Designated States (Regional): BE CH DE FR GB IE IT LI NL SE
MX 9910719   A1   H04M-003/50
JP 2002514372 W   56 H04M-003/42   Based on patent WO 9853593

Abstract (Basic): WO 9853593 A
        The method involves creating a number of profiles of **call** flow
    data specified by users that are **stored** . One of the profiles is then
    retrieved for defining a **call** flow process based on the retrieved
    profile and a generic executable routine. The **call** flow process
    provides questions for a **call** receiver handling telephone **calls** .
    Data input by the **call** receiver based on answers to the questions is
    stored .
        Storing the number of **profiles** includes **storing** corresponding
    profiles based on **telephone** numbers of the **users** . One of the
    number of **profiles** is retrieved after receiving a **telephone** call
    to a corresponding one of the number of telephone numbers.
        USE - For handling **calls** and collecting data from them.
        ADVANTAGE - Allows electronic input from surveys provided to
    customers/prospects in Interned driven survey. Such process can be used
    to provide technical support or other services for customers and their
    clients/prospects.
        Dwg.6/10
Title Terms: COMPUTER; IMPLEMENT; METHOD; **CALL** ; CENTRE; BASED; CUSTOMER;
    SERVICE; **CALL** ; FLOW; PROCESS; QUESTION; **CALL** ; RECEIVE; HANDLE;
    TELEPHONE; **CALL** ; STORAGE; DATA; INPUT; **CALL** ; RECEIVE; BASED; ANSWER;
    QUESTION
Derwent Class: T01; W01
International Patent Class (Main): H04M-003/42; H04M-003/50
International Patent Class (Additional): H04M-003/51
File Segment: EPI

 13/5/62   (Item 35 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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012064617   **Image available**
WPI Acc No: 1998-481528/199841
Related WPI Acc No: 1998-241138
XRPX Acc No: N98-375664
    Telephone call **forwarding method using adaptive model of** user
    behaviour - **forwarding receiving call to telephone number associated
    with subscriber and predicting likelihood of subscriber location and
    sequencing forwarding calls**
Patent Assignee: NORTHERN TELECOM LTD (NELE); NORTEL NETWORKS CORP (NELE
)
Inventor: WILL C A
Number of Countries: 081 Number of Patents: 004
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
WO 9838781   A1   19980903   WO 98US3626   A   19980225 199841 B
AU 9863375   A   19980918   AU 9863375   A   19980225 199908

```
US 5905789     A    19990518  US 96726604      A    19961007  199927
                              US 97806861      A    19970226
EP 962088      A1   19991208  EP 98907613      A    19980225  200002
                              WO 98US3626      A    19980225
```

Priority Applications (No Type Date): US 97806861 A 19970226; US 96726604 A
  19961007
Patent Details:
Patent No   Kind Lan Pg   Main IPC   Filing Notes
WO 9838781   A1 E   36 H04M-003/42
   Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU
   CZ DE DK EE ES FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR
   LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
   TR TT UA UG US UZ VN YU ZW
   Designated States (Regional): AT BE CH DE DK EA ES FI FR GB GH GM GR IE
   IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW
EP 962088   A1 E   H04M-003/42   Based on patent WO 9838781
   Designated States (Regional): DE FR GB
AU 9863375   A   H04M-003/42   Based on patent WO 9838781
US 5905789   A   H04M-003/46   CIP of application US 96726604

Abstract (Basic): WO 9838781 A
     The method relies on subscribers of the system having a telephone
   number associated with the subscriber rather than being associated with
   a physical location or telephone line. A subscriber predefine a set of
   telephone numbers for telephones at locations frequented by the
   subscriber . When a **call** to a **subscriber** 's personal **telephone**
   number is received, a model of the **subscriber** 's **behaviour** predicts
   the likelihood of the subscriber being at different locations.
     The call is forwarded to a telephone at the most likely location,
   given the current day of the week and time of the day. The model is
   trained using data obtained by cases in which a caller calling the
   personal telephone number is successful in locating the subscriber.
     ADVANTAGE - Provides accurate **call** forwarding when using adaptive
   models, e.g. neural networks, of **behaviour** of **individuals**
   corresponding to assigned personal **telephone** numbers.
     Dwg.3/7
Title Terms: TELEPHONE; CALL; FORWARDING; METHOD; ADAPT; MODEL; USER;
  BEHAVE; FORWARDING; RECEIVE; CALL; TELEPHONE; NUMBER; ASSOCIATE;
  SUBSCRIBER; PREDICT; SUBSCRIBER; LOCATE; SEQUENCE; FORWARDING; CALL
Derwent Class: T01; W01
International Patent Class (Main): H04M-003/42; H04M-003/46
File Segment: EPI

 13/5/63   (Item 36 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

011869420   **Image available**
WPI Acc No: 1998-286330/199825
XRPX Acc No: N98-225138
  Cellular telephone management system – includes second controller that
  communicates dialling directory data indicating allowed telephone numbers
  for operator, from first memory to first controller provided in cellular
  telephone
Patent Assignee: TELE DIGITAL DEV INC (TELE-N)
Inventor: ANDERSON H; ENGFER R P; HIDEM S E; SCHUHOLZ J; SMOOT C H; TRETTER
  J P
Number of Countries: 001 Number of Patents: 001
Patent Family:

```
Patent No      Kind    Date     Applicat No     Kind    Date      Week
US 5749052     A    19980505    US 95449849      A    19950524   199825  B
```

Priority Applications (No Type Date): US 95449849 A 19950524
Patent Details:
```
Patent No   Kind Lan Pg   Main IPC      Filing Notes
US 5749052     A      37  H04M-011/00
```

Abstract (Basic): US 5749052 A
      The system has a controller connected to its transmitter and the
receiver for control based on command signals transmitted from an
operator interface (26) provided in an administration station (22).
This interface outputs command signals based on input commands. A
memory provided in the administration station **stores** predetermined
dialing directory data that indicates only allowed telephone number
usable by the operator. A restriction unit restricts communication with
unauthorised communicators corresponding to numbers not **stored** .
      A second controller communicates **user profile** information to
the first controller and operation of the cellular **telephone** is
controlled based on the **profile** information. The first controller
restricts operation of the **telephones** when amount for cellular
communication reaches the credit information included in the user
profile information. The first controller receives the dialing
directory **stored** in the first memory.
      USE - In company having shift system.
      ADVANTAGE - Facilitates communication with remote site without need
of separate digital computer. Uses different rate tables for different
users. Prepares **call** dial reports within seconds. Operates telephone
with high efficiency. Performs updating of **call** credit amount in
cellular telephone on periodic basis.
      Dwg.2/7
Title Terms: CELLULAR; TELEPHONE; MANAGEMENT; SYSTEM; SECOND; CONTROL;
  COMMUNICATE; DIAL; DIRECTORY; DATA; INDICATE; ALLOW; TELEPHONE; NUMBER;
  OPERATE; FIRST; MEMORY; FIRST; CONTROL; CELLULAR; TELEPHONE
Derwent Class: W01; W02
International Patent Class (Main): H04M-011/00
International Patent Class (Additional): H04Q-007/00
File Segment: EPI

 13/5/64   (Item 37 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

011670387   **Image available**
WPI Acc No: 1998-087296/199808
XRPX Acc No: N98-069307
  Enhanced telecommunications relay service for hard-of-hearing person -
  allows use of single charge-free telephone number, plus extension number,
  by prospective caller to deaf or speech-disabled person
Patent Assignee: MCI COMMUNICATIONS CORP (MCIC-N)
Inventor: GIUNTOLI R W
Number of Countries: 023 Number of Patents: 006
Patent Family:
```
Patent No      Kind    Date     Applicat No     Kind    Date      Week
WO 9800962     A1   19980108    WO 97US11660     A    19970630   199808  B
AU 9735929     A    19980121    AU 9735929       A    19970630   199825
EP 917798      A1   19990526    EP 97932478      A    19970630   199925
                               WO 97US11660      A    19970630
US 5917888     A    19990629    US 96673650      A    19960628   199932
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                                US 97873894     A   19970612
JP 2000514266  W     20001024   WO 97US11660    A   19970630   200058
                                JP 98504485     A   19970630
MX 9900281     A1    20000701   MX 99281        A   19990104   200134
Priority Applications (No Type Date): US 96673650 A 19960628; US 97873894 A
   19970612
Patent Details:
Patent No  Kind Lan Pg   Main IPC     Filing Notes
WO 9800962    A1  E  19  H04M-011/00
   Designated States (National): AU CA JP MX
   Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC
   NL PT SE
AU 9735929    A          H04M-011/00  Based on patent WO 9800962
EP 917798     A1  E      H04M-011/00  Based on patent WO 9800962
   Designated States (Regional): BE CH DE FR GB IE IT LI NL SE
US 5917888    A          H04M-011/00  Cont of application US 96673650
JP 2000514266 W      18  H04M-011/00  Based on patent WO 9800962
MX 9900281    A1         H04M-011/00
```

Abstract (Basic): WO 9800962 A
      The inventive system allows easy direction of telephone calls from
   a hearing caller (104) to a hearing/speech-disabled person, using a
   text-telephone (114) via relay system (208) including a 'communications
   assistant'. The relay system is located centrally, to which hearing
   callers may dial a charge-free number and request a specific extension
   number.
      The system locates a ' **subscriber   profile** ' associated with the
   extension number, the **profile** comprising name, full **telephone**
   number, and service option of the text- **telephone   user** (116). The
   incoming **call** is then relayed to the text-telephone user through
   automatic dialling of the determined telephone number. The
   communications assistant introduces the hearing caller to the
   text-telephone user, in accordance with the service option selected by
   the textual user when applying for relay system service.
      ADVANTAGE - Enables hearing caller to use one telephone number only
   to contact hard-of-hearing person, and makes relay service
   transparent/easy-to-use to hearing caller.
      Dwg.2/4
Title Terms: ENHANCE; TELECOMMUNICATION; RELAY; SERVICE; HARD; HEARING;
   PERSON; ALLOW; SINGLE; CHARGE; FREE; TELEPHONE; NUMBER; PLUS; EXTEND;
   NUMBER; PROSPECTING; CALL; DEAF; SPEECH; DISABLE; PERSON
Derwent Class: W01
International Patent Class (Main): H04M-011/00
International Patent Class (Additional): H04M-003/00; H04M-003/42;
   H04M-003/54
File Segment: EPI

13/5/65   (Item 38 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

010945766   **Image available**
WPI Acc No: 1996-442716/199644
XRPX Acc No: N96-372825
   **Telephone call routing method for hearing or speech impaired persons -
   transmits query to Universal Subscriber Data Structure database using
   callers Automatic number ID and CPN of called party**
Patent Assignee: LUCENT TECHNOLOGIES INC (LUCE)
Inventor: DOWENS J P; HERNANDEZ E
Number of Countries: 001 Number of Patents: 001

                     Bode Akintola 13-Mar-03

Patent Family:
```
Patent No      Kind   Date      Applicat No    Kind   Date      Week
US 5559855     A     19960924   US 94346055    A     19941129  199644  B
```

Priority Applications (No Type Date): US 94346055 A 19941129
Patent Details:
```
Patent No  Kind Lan Pg   Main IPC      Filing Notes
US 5559855     A     19 H04M-011/00
```

Abstract (Basic): US 5559855 A
    The telephone call routing system includes a switching network
having one or more switches for mounting telephone call activity, the
telephone call activity having been initiated by a caller dialling a
three digit prefix together with a called party number. The three digit
prefix indicates that one of the parties involved in the telephone call
activity is hearing or speech impaired. The switching network is
coupled to an originating telephone call location and a destination
telephone call location.
    A database is coupled to the switching network for analysing
origination and destination information associated with the **telephone
call** activity so as to retrieve a **profile** of the hearing or speech
impaired **person** involved in the **telephone call** activity. A
signalling network couples the switching network with the first
database for transmitting the origination and destination information
from the switching network to the first database and for transmitting
the profile from the database to the switching network.
    Dwg.1/12
Title Terms: TELEPHONE; CALL; ROUTE; METHOD; HEARING; SPEECH; IMPAIR;
  PERSON; TRANSMIT; QUERY; UNIVERSAL; SUBSCRIBER; DATA; STRUCTURE; DATABASE
  ; CALL; AUTOMATIC; NUMBER; ID; CALL; PARTY
Derwent Class: S05; T01; W01
International Patent Class (Main): H04M-011/00
International Patent Class (Additional): H04M-003/42
File Segment: EPI

13/5/66   (Item 39 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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010845547   **Image available**
WPI Acc No: 1996-342500/199634
XRPX Acc No: N96-288238
  **Corporate or organisation communication system - includes several mobile
  telephones and local area network which has private automatic branch
  exchange**
Patent Assignee: TELEFONAKTIEBOLAGET ERICSSON L M (TELF)
Inventor: JONSSON B E R; JONSSON B E
Number of Countries: 066 Number of Patents: 012
Patent Family:
```
Patent No      Kind   Date      Applicat No    Kind   Date      Week
WO 9622000     A1    19960718   WO 95SE1584    A     19951222  199634  B
SE 9500066     A     19960711   SE 9566        A     19950110  199638
AU 9644611     A     19960731   AU 9644611     A     19951222  199645
FI 9701514     A     19970411   WO 95SE1584    A     19951222  199727
                                FI 971514      A     19970411
NO 9703140     A     19970828   WO 95SE1584    A     19951222  199745
                                NO 973140      A     19970707
EP 803168      A1    19971029   EP 95943320    A     19951222  199748
                                WO 95SE1584    A     19951222
KR 97704312    A     19970809   WO 95SE1584    A     19951222  199836
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                                    KR 96707598    A   19961231
US 5839067    A   19981117    WO 95SE1584    A   19951222   199902
                                    US 96737409    A   19961112
JP 10512123   W   19981117    WO 95SE1584    A   19951222   199905
                                    JP 96521593    A   19951222
AU 707405     B   19990708    AU 9644611     A   19951222   199938
SE 516006     C2  20011105    SE 9566        A   19950110   200173
KR 294609     B   20010917    WO 95SE1584    A   19951222   200231
                                    KR 96707598    A   19961231
```

Priority Applications (No Type Date): SE 9566 A 19950110
Cited Patents: 02Jnl.Ref; EP 510630; JP 2250458; JP 3280767; US 4481384; US
   4955049
Patent Details:
Patent No   Kind Lan Pg   Main IPC   Filing Notes
WO 9622000   A1 E   45 H04Q-007/26
    Designated States (National): AM AT AU BB BG BR BY CA CH CN CZ DE DK EE
    ES FI GB GE HU IS JP KE KG KP KR KZ LK LR LT LU LV MD MG MN MW MX NO NZ
    PL PT RO RU SD SE SG SI SK TJ TM TT UA UG US UZ VN
    Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT KE LS LU
    MC MW NL OA PT SD SE SZ UG
SE 9500066   A   H04Q-007/26
AU 9644611   A   H04Q-007/26   Based on patent WO 9622000
FI 9701514   A   H04M-000/00
NO 9703140   A   H04Q-000/00
EP 803168   A1 E   H04Q-007/26   Based on patent WO 9622000
    Designated States (Regional): CH DE DK ES FR GB GR IE IT LI NL
KR 97704312   A   H04Q-007/26   Based on patent WO 9622000
US 5839067   A   H04Q-007/26   Based on patent WO 9622000
JP 10512123   W   43 H04Q-007/38   Based on patent WO 9622000
AU 707405   B   H04Q-007/26   Previous Publ. patent AU 9644611
                                       Based on patent WO 9622000
SE 516006   C2   H04Q-007/26
KR 294609   B   H04Q-007/26   Previous Publ. patent KR 97704312
                                       Based on patent WO 9622000

Abstract (Basic): WO 9622000 A
    The corporate/organisation communications system has a number of
mobile telephones, each one used by a user and a local network
including a private automatic branch exchange (PABX) with further
extensions to which access units are connected.
    A service node is connected to the PABX as an adjunct, so that the
mobile telephones are adapted to make outgoing calls to the service
node only. The service node is adapted to manage additional functions
required to serve the mobile telephones and to control the services
requested by any of the first set of mobile telephones in an outgoing
call.
    USE/ADVANTAGE - Allows organisation to allot **individual** service
profiles to its corporate and mobile **telephones** . Handles all **calls**
within corporate communication system.
    Dwg.1/12
Title Terms: ORGANISE; COMMUNICATE; SYSTEM; MOBILE; TELEPHONE; LOCAL; AREA;
   NETWORK; PRIVATE; AUTOMATIC; BRANCH; EXCHANGE
Derwent Class: W01
International Patent Class (Main): H04M-000/00; H04Q-000/00; H04Q-007/26;
   H04Q-007/38
International Patent Class (Additional): H04M-003/38
File Segment: EPI

13/5/67   (Item 40 from file: 350)

010781529   **Image available**
WPI Acc No: 1996-278482/199629
XRPX Acc No: N96-234157
  Customer contacting method for telemarketing campaigns – using customer
  sensitivity profile **including preferred contacting time, preferred
  contacting location or preferred** telephone **number, and preferred manner
  of approach, e.g. mail, fax or voice**
Patent Assignee: INVENTIONS INC (INVE-N)
Inventor: OWEN J E; SZLAM A
Number of Countries: 002 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
CA 2159775	A	19960406	CA 2159775	A	19951003	199629	B
US 5594791	A	19970114	US 94318506	A	19941005	199709	
US 5963635	A	19991005	US 94318506	A	19941005	199948	
			US 96764324	A	19961212		

Priority Applications (No Type Date): US 94318506 A 19941005; US 96764324 A
  19961212
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
CA 2159775	A		55	H04M-003/42	
US 5594791	A		29	H04M-003/00	
US 5963635	A			H04Q-003/64	Div ex application US 94318506
					Div ex patent US 5594791

Abstract (Basic): CA 2159775 A
      The customer contacting method involves obtaining a customer
  sensitivity profile, pref. **stored** in a database, extracting at least
  one factor from the profile and contacting the customer in accordance,
  e.g. in order to make a sale or extract information. The sensitivity
  profile includes at least one of the following factors for each
  customer: a preferred contacting time, a preferred location or
  telephone number, and a preferred manner of contact.
      The preferred manner of contact can include mail, facsimile or by
  voice. The customer is then contacted in accordance with this preferred
  manner. Pref. the criteria by which the success of a campaign can be
  evaluated is specified by the system administrator ensuring that the
  campaign is terminated automatically at the correct time and **call**
  agents are transferred onto another campaign.
      ADVANTAGE - Increases efficiency of use of **call** agents time.
  Allows **calls** to be placed so as to maximise customer responsiveness.
      Dwg.1/7
Title Terms: CUSTOMER; CONTACT; METHOD; CUSTOMER; SENSITIVE; PROFILE;
  PREFER; CONTACT; TIME; PREFER; CONTACT; LOCATE; PREFER; TELEPHONE; NUMBER
  ; PREFER; MANNER; APPROACH; MAIL; FACSIMILE; VOICE
Index Terms/Additional Words: FACSIMILE; TELESALES
Derwent Class: T01; W01
International Patent Class (Main): H04M-003/00; H04M-003/42; H04Q-003/64
File Segment: EPI

 13/5/68   (Item 41 from file: 350)

010413989   **Image available**

Bode Akintola 13-Mar-03

WPI Acc No: 1995-315303/199541
XRPX Acc No: N95-238248
   **Call connection controlling for exchange with telephone number
   substitution process - receiving on exchange side incoming** call
   subscriber telephone **number for performing** call **connection service
   then updating transmission** history **information of transmission
   NoAbstract**
Patent Assignee: FUJITSU COMMUNICATION SYSTEMS KK (FUJI-N); FUJITSU LTD
   (FUIT)
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
JP 7212483   A   19950811 JP 944286   A   19940120 199541 B

Priority Applications (No Type Date): JP 944286 A 19940120
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
JP 7212483   A   11 H04M-003/44
Title Terms: CALL; CONNECT; CONTROL; EXCHANGE; TELEPHONE; NUMBER;
   SUBSTITUTE; PROCESS; RECEIVE; EXCHANGE; SIDE; INCOMING; CALL; SUBSCRIBER;
   TELEPHONE; NUMBER; PERFORMANCE; CALL; CONNECT; SERVICE; UPDATE;
   TRANSMISSION; HISTORY; INFORMATION; TRANSMISSION; NOABSTRACT
Derwent Class: W01
International Patent Class (Main): H04M-003/44
File Segment: EPI

   13/5/69   (Item 42 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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010280541   **Image available**
WPI Acc No: 1995-181799/199524
XRPX Acc No: N95-142723
   Telephone call **data history collection system for electronic exchange -
   uses data history registration unit, main memory and central controller
   for collecting information regarding** call **traffic of requisite
   subscriber telephone number**
Patent Assignee: FUJITSU LTD (FUIT); FUJITSU TOHOKU TSUSHIN SYSTEM KK
   (FUJI-N)
Number of Countries: 000 Number of Patents: 001
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
JP 7087195   A   19950331 JP 93231521   A   19930917 199524 B

Priority Applications (No Type Date): JP 93231521 A 19930917
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
JP 7087195   A   9 H04M-003/36

Abstract (Basic): JP 7087195 A
     The system has a pair of telephone appts. (1), connected with a
   central controller (4). When a subscriber traffic collection
   instruction is performed, the following actions take place. The
   subscriber telephone number **stored** in a data **history**
   registration table (11) of a first memory unit (5) is **stored** in a
   first pointer storage (14) of a second memory (10) which is controlled
   by a control unit (16).
     During a **call** function through subscriber telephone appts., a
   pointer **stored** in the first pointer storage is **stored** in a second

pointer storage (15) and this operation is controlled by the second
pointer control unit (17). At the end of a **call** operation by the
subscriber telephone appts., the pointer **stored** in the second pointer
storage is read by a history collection control unit (18) from a
history registration table, this pointer is searched. When the
telephone number indicated by the pointer corresponds to the requisite
telephone appts., the registration of the telephone **call** is
performed.
    USE/ADVANTAGE - For use by subscriber to audit telephone **call** .
Increases traffic regulation in electronic exchanges.
    Dwg.1/8
Title Terms: TELEPHONE; **CALL** ; DATA; HISTORY; COLLECT; SYSTEM; ELECTRONIC;
  EXCHANGE; DATA; HISTORY; REGISTER; UNIT; MAIN; MEMORY; CENTRAL; CONTROL;
  COLLECT; INFORMATION; **CALL** ; TRAFFIC; REQUIRE; SUBSCRIBER; TELEPHONE;
  NUMBER
Derwent Class: W01
International Patent Class (Main): H04M-003/36
International Patent Class (Additional): H04Q-003/545
File Segment: EPI

 13/5/70   **(Item 43 from file: 350)**
DIALOG(R)File 350:Derwent WPIX
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010144561   **Image available**
WPI Acc No: 1995-045813/199507
XRPX Acc No: N95-036151
  Portable telephone user profiles **using central computer** - storing
  in data base user **service** telephone profile **contg directory number**
  of user **in association with** telephone **set line location**
Patent Assignee: MITEL CORP (MTLC)
Inventor: LETKEMAN K D; PINARD D L
Number of Countries: 004 Number of Patents: 007
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
GB 2280334	A	19950125	GB 9413303	A	19940701	199507	B
DE 4424896	A1	19950119	DE 4424896	A	19940715	199508	
CA 2100699	A	19950117	CA 2100699	A	19930716	199516	
CA 2100699	C	19970708	CA 2100699	A	19930716	199739	
GB 2280334	B	19980114	GB 9413303	A	19940701	199805	
US 5703942	A	19971230	US 94262783	A	19940620	199807	
			US 96636777	A	19960419		
DE 4424896	C2	19980702	DE 4424896	A	19940715	199830	

Priority Applications (No Type Date): CA 2100699 A 19930716
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
GB 2280334	A		19	H04M-003/42	
DE 4424896	A1		11	H04M-003/42	
US 5703942	A		7	H04M-003/42	Cont of application US 94262783
CA 2100699	A			H04M-003/36	
CA 2100699	C			H04M-003/36	
GB 2280334	B			H04M-003/42	
DE 4424896	C2			H04M-003/42	

Abstract (Basic): GB 2280334 A
    The method involves **storing** in a data base a **user** service
  telephone **profile** contg a directory number of **user** , in association
  with a **telephone** line set, then transmitting the **user** **telephone**

service **profile** to a central computer.

The service profile is also transmitted to gp od telephone switches from the computer and **storing** the service profile at each of the telephone office switches in the gp. A service to the user is then provided at each telephone switches in the gp in accordance with the service profile.

USE/ADVANTAGE - In user profiles such as preferred network carrier, speed **call** information, class od services allowed, and/or custom **calling** features. Inexpensive remote switching system, which does not **store** user profiles, yet provides ability to not only offer custom **calling** features but portability of **user** **profiles** from one **telephone** set to another connected to remote switching system without need for reprogramming e.g. at new physical location of udder.

Dwg.2/2

Title Terms: PORTABLE; TELEPHONE; USER; PROFILE; CENTRAL; COMPUTER; STORAGE
; DATA; BASE; USER; SERVICE; TELEPHONE; PROFILE; CONTAIN; DIRECTORY;
NUMBER; USER; ASSOCIATE; TELEPHONE; SET; LINE; LOCATE
Derwent Class: T01; W01
International Patent Class (Main): H04M-003/36; H04M-003/42
International Patent Class (Additional): H04M-003/54
File Segment: EPI

13/5/71   (Item 44 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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010083348   **Image available**
WPI Acc No: 1994-351061/199444
XRPX Acc No: N94-275492
  **Location system for mobile subscribers in telephone network - forming
  working file contg. data tracking daily movements of subscribers to
  enable quick locating of mobile user in partic. zone when call is to be
  transferred**
Patent Assignee: FRANCE TELECOM (ETFR); TABBANE S (TABB-I)
Inventor: TABBANE S
Number of Countries: 004 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 624996	A1	19941117	EP 94400960	A	19940503	199444	B
FR 2705177	A1	19941118	FR 935659	A	19930511	199501	
US 5519758	A	19960521	US 94240513	A	19940511	199626	
EP 624996	B1	20000119	EP 94400960	A	19940503	200009	
DE 69422656	E	20000224	DE 622656	A	19940503	200017	
			EP 94400960	A	19940503		

Priority Applications (No Type Date): FR 935659 A 19930511
Cited Patents: 03Jnl.Ref; EP 454648; JP 31031131; JP 62299123
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 624996	A1	F	15	H04Q-007/04	
Designated States (Regional): DE GB					
EP 624996	B1	F		H04Q-007/38	
Designated States (Regional): DE GB					
DE 69422656	E			H04Q-007/38	Based on patent EP 624996
US 5519758	A		13	H04Q-007/22	
FR 2705177	A1			H04B-007/26	

Abstract (Basic): EP 624996 A
        A profile is created from information **recorded** in the form of a

working data file, obtained in the course of movements of a particular mobile subscriber during a given observation period. The information is **recorded** daily, including the time at which the subscriber moves into a particular zone, and the time at which the subscriber moves out of the same zone and enters another zone.

In response to a request to **call** the particular subscriber, the profile held in the working data file may be used to determine the zone within which the subscriber is most likely to be found, and a paging message transmitted accordingly in that zone.

ADVANTAGE - Maintains dynamic profile of zone use and subscriber movements.

Dwg.1/6

Title Terms: LOCATE; SYSTEM; MOBILE; SUBSCRIBER; TELEPHONE; NETWORK; FORMING; WORK; FILE; CONTAIN; DATA; TRACK; DAILY; MOVEMENT; SUBSCRIBER; ENABLE; QUICK; LOCATE; MOBILE; USER; ZONE; **CALL** ; TRANSFER
Derwent Class: W01; W02
International Patent Class (Main): H04B-007/26; H04Q-007/04; H04Q-007/22; H04Q-007/38
International Patent Class (Additional): H04Q-007/00
File Segment: EPI

13/5/72   (Item 45 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

009925638   **Image available**
WPI Acc No: 1994-193349/199424
XRPX Acc No: N94-152197
  Processing method for wireless personal communication system - allowing subscriber to associate their subscription of features provided with wired telephone communication system
Patent Assignee: AMERICAN TELEPHONE & TELEGRAPH CO (AMTT); AT & T CORP (AMTT)
Inventor: KOLIPAKAM M; WYATT G Y
Number of Countries: 007 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
EP 602779	A2	19940622	EP 93308340	A	19931020	199424	B
CA 2104188	A	19940501	CA 2104188	A	19930816	199429	
JP 6217365	A	19940805	JP 93292380	A	19931029	199436	

Priority Applications (No Type Date): US 92968988 A 19921030
Cited Patents: No-SR.Pub
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
EP 602779	A2	E	8	H04M-015/00	

  Designated States (Regional): DE ES FR GB IT

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 6217365	A		9	H04Q-007/04	
CA 2104188	A			H04B-007/26	

Abstract (Basic): EP 602779 A
    A call is placed by a caller associated with a wireless communication system in which data profile defines the callers subscription of particular wireless communications system **calling** features. The method involves providing the **calling** features to the **telephone** station set. The association between the **subscribers** **profile** and the station set may be established on a **call** -by- **call** basis. This is so subsequent **calls** placed from that **telephone** station set are not billed to the **subscribers** **profile** .

Bode Akintola 13-Mar-03

ADVANTAGE - For mobile telephone system. Subscriber may place
telephone call via system as though call were being placed via former
system.
Dwg.1/4
Title Terms: PROCESS; METHOD; WIRELESS; PERSON; COMMUNICATE; SYSTEM; ALLOW;
  SUBSCRIBER; ASSOCIATE; SUBSCRIBER; FEATURE; WIRE; TELEPHONE; COMMUNICATE;
  SYSTEM
Derwent Class: W01
International Patent Class (Main): H04B-007/26; H04M-015/00; H04Q-007/04
International Patent Class (Additional): H04M-003/42
File Segment: EPI

13/5/73   (Item 46 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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009841105   **Image available**
WPI Acc No: 1994-120961/199415
XRPX Acc No: N94-094774
  Method of invoking telephone   user   profile **- processing** call **by
  using controller to access tables of database with location of physical
  telephone**
Patent Assignee: MITEL CORP (MTLC)
Inventor: PINARD D L; WILSON G
Number of Countries: 005 Number of Patents: 008
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
GB 2271912	A	19940427	GB 9319628	A	19930923	199415	B
DE 4335803	A1	19940428	DE 4335803	A	19931020	199418	
CA 2081125	A	19940423	CA 2081125	A	19921022	199427	
GB 2271912	B	19970205	GB 9319628	A	19930923	199709	
CA 2081125	C	19970304	CA 2081125	A	19921022	199721	
US 5657377	A	19970812	US 9325869	A	19930303	199738	
IT 1271533	B	19970530	IT 93MI2191	A	19931015	199807	
DE 4335803	C2	19991014	DE 4335803	A	19931020	199947	

Priority Applications (No Type Date): CA 2081125 A 19921022
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
GB 2271912	A		16	H04M-003/42	
DE 4335803	A1		7	H04Q-003/54	
US 5657377	A		5	H04N-003/42	
CA 2081125	A			H04M-003/38	
GB 2271912	B			H04M-003/42	
CA 2081125	C			H04M-003/38	
IT 1271533	B			H04M-000/00	
DE 4335803	C2			H04Q-003/54	

Abstract (Basic): GB 2271912 A
      The method involves **storing** a user **call** operation profile in a
   database at a central switching system, and dialling from any station
   in communication with the central switching system a set sequence
   identifying the user. The user is identified from the sequence and the
   physical location of the station from which the dialling occurred and
   an indication of that physical location is **stored** in the database in
   associated with the profile.
      The profile is accessed for subsequent **calls** to the directory
   number and from the station, and the profile is used in the processing
   of the subsequent **calls** .

ADVANTAGE - Profiles are **stored** at central switching system.
Title Terms: METHOD; INVOKE; TELEPHONE; USER; PROFILE; PROCESS; **CALL** ;
   CONTROL; ACCESS; TABLE; DATABASE; LOCATE; PHYSICAL; TELEPHONE
Derwent Class: W01
International Patent Class (Main): H04M-000/00; H04M-003/38; H04M-003/42;
   H04N-003/42; H04Q-003/54
International Patent Class (Additional): H04Q-003/70; H04Q-007/36
File Segment: EPI

   13/5/74   (Item 47 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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009509912
WPI Acc No: 1993-203448/199325
XRPX Acc No: N93-156483
   Software application notifying user when VIP calls **or has left message
   - allowing** users **to register** callers **of their** telephone **extension
   into** caller profile **and alerting** user **via workstation end** user
   interface.
Patent Assignee: ANONYMOUS (ANON)
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No   Kind   Date   Applicat No   Kind   Date   Week
RD 349058   A   19930510 RD 93349058   A   19930420 199325 B

Priority Applications (No Type Date): RD 93349058 A 19930420
Patent Details:
Patent No Kind Lan Pg   Main IPC   Filing Notes
RD 349058   A   1 G06F-000/00

Abstract (Basic): RD 349058 A
      Each incoming number received on the **user** 's **telephone** is
   recognised and a **profile** lookup is performed to determine if that
   number belongs to a VIP. If a match is made, the user is alerted via an
   audio sound from the workstation. A graphical object is displayed on
   the user's EUI screen to represent messages from VIP **callers** left on
   the user's message **recording** device.
      Users are allowed to forward VIP messages to another phone
   extension within a specified time frame and can print VIP messages,
   status information on a facsimile machine. This VIP Message Forwarding
   data is also registered in the VIP **Caller** profile. Thus the VIP
   Caller profile data will include entries containing the VIP's phone
   number, name, phone extension to forward messages to, and the time of
   daya to forward messages.
      Dwg.0/0
Title Terms: SOFTWARE; APPLY; NOTIFICATION; USER; **CALL** ; LEFT; MESSAGE;
   ALLOW; USER; REGISTER; **CALL** ; TELEPHONE; EXTEND; **CALL** ; PROFILE; ALERT;
   USER; END; USER; INTERFACE
Derwent Class: T01; W02
International Patent Class (Main): G06F-000/00
File Segment: EPI

   13/5/75   (Item 48 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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009148609

                        Bode Akintola 13-Mar-03

WPI Acc No: 1992-276048/199233
XRPX Acc No: N92-211035

**Network service for hearing-impaired subscribers - has sound frequencies
tailored to individual hearing loss and uses DSP to reinforce frequencies
at which there are deficits**

Patent Assignee: ANONYMOUS (ANON)
Number of Countries: 001   Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week	
TP 79202	A	19920725	TP 9279202	A	19920720	199233	B

Priority Applications (No Type Date): TP 9279202 A 19920720
Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
TP 79202	A		1	H04M-000/00	

Abstract (Basic): TP 79202 A
      Hearing-impaired people need to have sound frequencies tailored to
their individual hearing loss in order to provide maximum
intelligibility of incoming speech. In accordance with the proposal,
the phone network is tailored to a hearing-impaired person's perculiar
hearing characteristics. In particular, a profile of the person's
hearing characteristic is ''learned'' by having the person **call** , for
example, a ''900'' number and being tested by an automated testing
facility. The profile is thereupon loaded into a service node; and when
the **person** is thereupon **telephoned** via, for example a ''700''
number, the **stored   profile** is loaded into a DSP which reinforces
the frequencies at which there are deficits.
      Dwg.0/0
Title Terms: NETWORK; SERVICE; HEARING; IMPAIR; SUBSCRIBER; SOUND;
  FREQUENCY; TAILORED; INDIVIDUAL; HEARING; LOSS; REINFORCED; FREQUENCY
Derwent Class: W01
International Patent Class (Main): H04M-000/00
File Segment: EPI

```
Set     Items    Description
S1         71    AU=(HSU. M? OR HSU, M?)
S2    6041336    PROFIL? OR HISTORY? OR BEHAVIOR? OR BEHAVIOUR? OR PATTERN?
              ?
S3    5457035    TELEPHONE? OR PHONE? OR CELLPHONE?
S4   11494582    CALL???
S5    9714452    STORE? ? OR STORING? OR RECORD? OR ARCHIV?
S6   22170263    DATA? ? OR INFO OR INFORMATION
S7     370721    S2(2N)(CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUS-
              TOMER? OR CLIENT? OR MERCHANT? OR DEALER? OR VENDOR? ? OR PRO-
              VIDER? OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? OR PEOPLE? -
              OR PERSON? ?)
S8        802    S7(3N)S3
S9        193    S8(15N)S4
S10        74    S9(S)(S5 OR S6)
S11        29    S8(10N)ANALY?
S12        98    S10 OR S11
S13        76    S12 NOT PY>1999
S14        53    RD (unique items)
? show files
File   9:Business & Industry(R)  Jul/1994-2003/Mar 12
        (c) 2003 Resp. DB Svcs.
File  15:ABI/Inform(R) 1971-2003/Mar 13
        (c) 2003 ProQuest Info&Learning
File  16:Gale Group PROMT(R) 1990-2003/Mar 12
        (c) 2003 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2003/Mar 07
        (c)2003 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
        (c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2003/Mar 12
        (c) 2003 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2003/Mar 12
        (c) 2003 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2003/Mar 12
        (c) 2003 The Gale Group
File  20:Dialog Global Reporter 1997-2003/Mar 13
        (c) 2003 The Dialog Corp.
File 476:Financial Times Fulltext 1982-2003/Mar 13
        (c) 2003 Financial Times Ltd
File 610:Business Wire 1999-2003/Mar 13
        (c) 2003 Business Wire.
File 613:PR Newswire 1999-2003/Mar 13
        (c) 2003 PR Newswire Association Inc
File 624:McGraw-Hill Publications 1985-2003/Mar 12
        (c) 2003 McGraw-Hill Co. Inc
File 634:San Jose Mercury  Jun 1985-2003/Mar 12
        (c) 2003 San Jose Mercury News
File 810:Business Wire 1986-1999/Feb 28
        (c) 1999 Business Wire
File 813:PR Newswire 1987-1999/Apr 30
        (c) 1999 PR Newswire Association Inc
```

14/3,K/1   (Item 1 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
(c) 2003 Resp. DB Svcs. All rts. reserv.

02165348 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Nokia introduces five-ounce phone
(Nokia launches the Nokia 6150, a small, dual-band phone for the 900 and
** 1800 MHz Global System for Mobile communications networks)**
RCR Radio Communications Report, v 17, n 23, p 10
June 08, 1998
DOCUMENT TYPE: Journal ISSN: 0744-0618   (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 147

 (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...of all three wireless voice codecs--enhanced full rate, half rate and
full rate.

The **Profile** feature allows **users** to adjust the **phone** settings with
caller grouping through different ringing tones and graphics. The phone
also has a calendar function to **record** appointments and write notes that
can be printed using an infrared port. Other features include...

 14/3,K/2   (Item 2 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
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02044490 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Buycycles
(Radio and video losing their edge as drivers of music sales according to
** recent survey)**
Billboard, v 110, n 2, p 47+
January 10, 1998
DOCUMENT TYPE: Journal ISSN: 0006-2510   (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 834

 (USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:
Strategic Record Research samples **consumer** -buying **behavior** in random
phone **calls** throughout the US. The pollers ask 10,000 consumers who buy
music what influenced them to purchase their last **recording** . The results
were tallied twice in '96, in February and July, and twice again last...

...video." In the earliest survey, 45.8% say video influenced them to buy
their last **record** ; in the later study in '96, the figure falls to 33.8%.
Video rebounds to...
...one taken last July, when 4% of respondents say it influenced them to
buy a **record** . But observers say that this is the category to watch in
subsequent surveys.   ...

TEXT:
...marketing, the ways in which people are influenced to buy music may be
changing.

Strategic **Record** Research, a marketing firm that is a joint venture of

Strategic Media Research and the Left Bank Organization, samples **consumer** -buying **behavior** in random **phone** **calls** throughout the U.S. The pollers ask 10,000 consumers who buy music what influenced them to purchase their last **recording** . The results were tallied twice in '96, in February and July, and twice again last...

 14/3,K/3   (Item 3 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
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01920644 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Half of CWC customers will be worse off with new tariffs
(Cable & Wireless Communications launched a UKPd45mil advertising campaign
  and decided to no longer give deep-discounts)
Telecom Markets, n 317, p 7
June 19, 1997
DOCUMENT TYPE: Newsletter ISSN: 0001-8899   (United Kingdom)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 934

 (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...had been drawn up after extensive market research, involving the analysis of 700 million calling **records** to discern typical **call** patterns.

The research showed that, while there is no such thing as a typical **telephone** **user** , three **patterns** of **calling** were common: 1) people whose **calls** are almost entirely local; 2) those who make a large number of national calls; and...

 14/3,K/4   (Item 4 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
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01858679 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Half of CWC customers will be worse off
(Cable & Wireless Communications is introducing a new pricing structure,
  with customers being 50% worse off)
New Media Markets, n 21, p 5
June 12, 1997
DOCUMENT TYPE: Newsletter ISSN: 0265-4717   (United Kingdom)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 900

 (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...had been drawn up after extensive market research, involving the analysis of 700 million calling **records** to discern typical **call** patterns.

The research showed that, while there is no such thing as a typical **telephone** **user** , three **patterns** of **calling** were common: people whose **calls** are almost entirely local, those who make a large number of national calls and those...

14/3,K/5 (Item 5 from file: 9)
DIALOG(R)File 9:Business & Industry(R)

01823590
BellSouth Mobility Reduces Churn By 20%
(BellSouth Mobility has reduced churn 20% by incorporating new quality
  initiatives in its customer service center)
Cellular Business, v 14, n 5, p 78
May 1997
DOCUMENT TYPE: Journal ISSN: 0741-6520 (United States)
LANGUAGE: English RECORD TYPE: Abstract

ABSTRACT:
...in its customer service center. Before the new quality programs were
implemented, BellSouth Mobility's **call** center collected and input
customer **data** into the database so that agents could quickly access
customer **profiles** during **phone** **calls** . The company next implemented a
 call routing function from Teknekron (Ft Worth, TX) and assigned various
800 numbers for different kinds...

14/3,K/6 (Item 6 from file: 9)
DIALOG(R)File 9:Business & Industry(R)

01685987 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Yellow plans to split into 5 separate units
(Yellow Freight System, a trucking company, will divide its operations into
  five distinct business units in order to improve customer service)
Journal of Commerce, v 410, n 28864, p 1B
December 06, 1996
DOCUMENT TYPE: Journal ISSN: 0361-5561 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 465

 (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...lot of time or information about a customer profile.

"Given the team approach, they will **call** a customer service team," he
said. "Before the **phone** is even answered, **customer** **profile** will come
up on the screen. They'll know the person on the other end of the line.
They'll get someone who has the time and **information** to take care of all
their needs."
Some teams may have two or three people...

14/3,K/7 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

01750619 04-01610
MovieFone says callers predict hits
Deck, Stewart
Computerworld v33n1 PP: 21-24 Jan 4, 1999
ISSN: 0010-4841 JRNL CODE: COW
WORD COUNT: 580

ABSTRACT: When a **data** warehouse constructed to follow the historical **calling** **patterns** of **people** who **phoned** in to its free movie-listing service went live 11 months ago, researchers at MovieFone Inc. realized that the **data** they were seeing was even more useful. **Data** from MovieFone and its sister Web site MovieLink could help them quickly advise theater owners...
...TEXT: MovieFone Inc. started to construct a data warehouse so that it could follow the historical **calling** **patterns** of **people** who **phoned** in to its free movie-listing service.

The·company wanted to make sure it had...

14/3,K/8   (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01746710 03-97700
Handset health
Gaylord, Peter
Wireless Review v15n25 PP: 39-40 Dec 15, 1998
ISSN: 1097-3893 JRNL CODE: WLR
WORD COUNT: 820

...TEXT: the user's desktop for integration into a customer-care system.

Armed with this performance **data** , customer care can leverage its existing inbound customercare programs to better field incoming calls from...

... quality. Carriers also can target subscribers with out-of-spec handsets and develop valuable outbound **calling** programs to pinpoint and eliminate problem **phones** .

Health **profiling** applications' graphical **user** interfaces provide the carrier's existing marketing, customer-care and engineering departments with functions to...

14/3,K/9   (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01696271 03-47261
Managerial considerations
Watson, Hugh J; Haley, Barbara J
Communications of the ACM v41n9 PP: 32-37 Sep 1998
ISSN: 0001-0782 JRNL CODE: ACM
WORD COUNT: 2814

...TEXT: for building an enterprisewide data warehouse.

Sales and marketing provide many high-payoff opportunities for **data** warehousing, explaining why many **data** warehousing projects start in these areas. A variety of developments and considerations interact to make sales and marketing attractive application areas, such as capturing **data** about customer purchases through bar scanning; advances in database technology, making it possible to **store** and process massive amounts of **data** ; moving to 1:1 marketing; and realizing that keeping and increasing sales to existing customers is at least as lucrative as attracting new

customers. As a result, **telephone** companies **analyze** **individual**
customer **calling** **patterns** to create attractive rate programs;
retailers perform market-basket **analyses** to learn which products are
purchased together, so promotions, coupons, and **store** layouts are
optimally designed; and banks identify the profitability of individual
customers and products.

Sponsorship...

14/3,K/10   (Item 4 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

01386041 00-37028
Do you hear what I hear?
Kasbow, Rob
Cellular Business v14n2 PP: 44-46 Feb 1997
ISSN: 0741-6520 JRNL CODE: CLB
WORD COUNT: 861

...TEXT: technique. employs a sophisticated mathematical probability model
and profile for each subscriber that performs an **analysis** of **telephone**
number structure, **individual** dialing **patterns** and the probability of
speech recognition errors to correct the telephone number to be dialed...

14/3,K/11   (Item 5 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

01348127 99-97523
Building donor relations: Enter database marketing
Taylor, Susan Lee; Mitchell, Mark Andrew
Nonprofit World v14n6 PP: 22-24 Nov/Dec 1996
ISSN: 8755-7614 JRNL CODE: NWR
WORD COUNT: 1805

...TEXT: donors' giving history, the more you can vary your mailings and
keep up their interest.

* **Record** everything you learn about a donor, including nickname, spouse's
name, interests, and so on. You can use such **information** to personalize
your letters and **phone** **calls** .

* **Analyze** **people** 's past **behavior** to decide which marketing
approachdirect mail, phone **call** , or personal visit-works best with each
donor.

*Test responses to different directmail packages, such...

14/3,K/12   (Item 6 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)

01336295 99-85691
Turning back churn
Shedd, Walt
Telecommunications (International Edition) v30n11 PP: 73-76 Nov 1996

ISSN: 0040-2494   JRNL CODE: TIE
WORD COUNT: 2072

...TEXT: now becoming a virtual necessity and with good reason. Their
features allow operators to produce **customer profiles** containing **phone**
 usage **analysis** and help the operator determine if it is doing everything
possible to maintain customer satisfaction...

 14/3,K/13   (Item 7 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01313901 99-63297
Cutting cell fraud frequency
Cunningham, J Lawrence
Security Management v40n10 PP: 42-46 Oct 1996
ISSN: 0145-9406 JRNL CODE: SEM
WORD COUNT: 2962

...TEXT: subscriber's ESN/MIN may have been compromised. With these types
of systems, a cell **phone** carrier creates a **profile** of each **subscriber**
 that **records** the **calling** habits of the customer, including the
subscriber's typical **calling** destinations, the time of day calls are
usually made, the duration of calls, and billing...

 14/3,K/14   (Item 8 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)
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01269809 99-19205
Winter of our discontent
Fedro, Tom
Cellular Business v13n5 PP: 26-27 May 1996
ISSN: 0741-6520 JRNL CODE: CLB
WORD COUNT: 1672

...ABSTRACT: reduce the number of customers lost each year. Customer
retention software allows carriers to produce **customer   profiles**
 containing cellular **phone** usage **analysis** and helps the carrier
determine if it is doing everything possible to maintain customer
satisfaction...
...TEXT: providers are seeking the same level of loyalty. Customer
retention software allows carriers to produce **customer profiles**
 containing cellular **phone** usage **analysis** and helps the carrier
determine if it is doing everything possible to maintain customer
satisfaction...

 14/3,K/15   (Item 9 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)
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01166910 98-16305
Selling information: What records managers should know
Lemieux, Victoria
Records Management Quarterly v30n1 PP: 3-19 Jan 1996
ISSN: 1050-2343 JRNL CODE: RMQ
WORD COUNT: 14561

...TEXT: areas for information brokers, or to market specialized databases.(9)

* Telephone Companies--Telephone companies have **information** about what numbers customers **call** frequently, whether the customer frequently uses 800 or 900 lines, and **customers** ' payment **history** . **Telephone** companies use this ·**information** for marketing intelligence.(10)

* Governments--Government agencies have information on personal property holdings, tax assessment...

14/3,K/16   (Item 10 from file: 15)
·DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00991594 96-40987
Software tools and systems: Ten key trends
Davidson, Alistair; Chung, Mary
Planning Review v23n2 PP: 28-30 Mar/Apr 1995
ISSN: 0094-064X JRNL CODE: PLR
WORD COUNT: 1683

...TEXT: competitive advantage.

Today, the customer profiling systems of some organizations are able to track a **customer** 's buying **patterns** , **individual** transactions, and **telephone** interactions. Large retailers such as Wal-Mart are now performing **analyses** on their checkout scanner and customer data. A problem that has popped up is that...

14/3,K/17   (Item 11 from file: 15)
DIALOG(R)File· 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00939662 95-89054
Re-engineering puts customers on fast track to service
Dorminey, Gene
Communications News v31n11 PP: 10-11 Nov 1994
ISSN: 0010-3632 JRNL CODE: CNE
WORD COUNT: 819

...TEXT: or, for a new customer, creates the record.

Each service rep uses an integrated voice/ **data** workstation consisting of an IBM PC and an AT&T CallMaster **telephone** set. The **customer** **profile** provides the rep with **information** about the **caller** and a **call** -history log showing an automated **record** of the date, time, nature and resolution of previous calls--cues that help agents begin...

14/3,K/18   (Item 12 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00939529 95-88921
The applications advantage
Anonymous

...TEXT: operations.

A regional telephone company, for example, gathers hundreds of millions of files containing call **data** that it previously used only for billing purposes. Combining this **data** with other **information** sources and capitalizing on the IBM parallel processing's **data** mining capabilities yields new ways to use **data** . For example, **profiles** of **customers** ' **phone** traffic can identify who would benefit from additional services such as **call** waiting, a second line, or an answering service.

Smarter marketing strategies also can steer companies...

14/3,K/19   (Item 13 from file: 15)

...TEXT: SS7's out-of-band signaling, the number that has not been entered contains the **information** needed to connect the caller's voice/ **information** channel to that of the called party. This **information** is **stored** on computer databases, and is the foundation for such services as toll-free call processing...

... then dials forwarding number to route incoming calls to a database that automatically transfers the **call** and dials the forwarding number.

Databases also play a prominent role in servicing cellular **telephone** communications. A **user** 's personal **profile** **information** is **stored** in a home database and transferred to another cellular system when the user visits another...

14/3,K/20   (Item 14 from file: 15)

...TEXT: service representative answers the call. Hence, the service enables the bank to go to its **data** base, extract the customer's account profile, and route the **call** to the most appropriate person. When the agent picks up the **phone** , the **customer** 's **profile** is already on the screen.

ISDN has also made available to many phone company customers...

 14/3,K/21   (Item 15 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00580942 91-55289
1991 Echo Awards - Spotting the Trendsetters
Anonymous
Direct Marketing v54n7 PP: 26-37 Nov 1991
ISSN: 0012-3188 JRNL CODE: DIM
WORD COUNT: 5602

...TEXT: orders arrive by phone, taken by a telemarketing team of eight,
three floors above the **store** in an extension of the ol' red barn. A
state-of-the-art computer system provides operators with complete **customer**
  history during **phone** ordering. The telemarketer knows how many times
the caller has ordered, size of order and products selected.

Typical customer is 35+, 65 percent are...

 14/3,K/22   (Item 16 from file: 15)
DIALOG(R)File   15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00564206 91-38560
Caller ID Technology & Public Policy, Part 1: Can We Torch Big Brother
Without Burning Galileo?
Shultz, Paul
Rural Telecommunications v10n4 PP: 19-25 Jul/Aug 1991
ISSN: 0744-2548 JRNL CODE: RTC

...ABSTRACT: can be considered a stage of Automatic Number Identification
(ANI), which provides carriers with billing **information** for direct-dial,
long-distance service. ANI is an equal-access requirement of the AT...

... concerns are raised when ANI is used for purposes other than billing,
such as giving **information** to commercial subscribers that use **telephone**
 numbers to draw **customer** **profiles** for marketing purposes. While ANI
captures the billing number, **Caller** ID captures the directory number.
 Caller ID allows a customer with local exchange service to receive the
calling party's phone...

 14/3,K/23   (Item 1 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

06549818   Supplier Number: 55394367 (USE FORMAT 7 FOR FULLTEXT)
BT connects advertisers to Freetime calls.
Calls, Lucy Dixon BT Connects Advertisers To Freetime
Precision Marketing, p40(1)
August 9, 1999
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 199

  (USE FORMAT 7 FOR FULLTEXT)

                         Bode Akintola 13-Mar-03

TEXT:
...well as responsive press and radio advertising.Under the scheme,
customers can make free phone **calls** in return for listening to responsive
ads interspersed during their **phone** conversations. A detailed **profile**
of each **customer** is also available to the advertisers (PM, May 3)."The BT
Freetime service will allow...

...marketing campaign."The ads will mix the companies' existing campaigns
and new messages created by **Information** on Hold.

14/3,K/24   (Item 2 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

06225730   Supplier Number: 54237554   (USE FORMAT 7 FOR FULLTEXT)
The Phillips upgrade: inbound call center is now linked to data from all
  media.(TeleDirect)(Phillips Publishing Inc.)
Emerson, Jim
Direct, v11, n4, pT5(1)
March 15, 1999
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 566

...   e-mail and faxes, in addition to automatically generating scripts
for agents based on the **customer** 's purchasing **history** .
     Three years ago, **phone** reps at Phillips flipped through two-pound
binders with pages of **information** to assist customers **calling** to place
orders or ask questions.
     Now the newsletter publisher uses online data to track...

14/3,K/25   (Item 3 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

04897463   Supplier Number: 47202232   (USE FORMAT 7 FOR FULLTEXT)
Keyware Demonstrates Voice Verification Solution Providing Enhanced
  Security For Financial Markets
PR Newswire, p311NYTU035
March 11, 1997
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 664

...   for Keyware by Lernout & Hauspie, the leader in Speech Products.
This verification is performed through **analysis** of an **individual** 's
speech **patterns** at the **phone**me level looking for the points of
inflection and articulation, which form a unique voice pattern...

14/3,K/26   (Item 4 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

04711965   Supplier Number: 46937627   (USE FORMAT 7 FOR FULLTEXT)
Blue Cross of California Selects HP to Build Customer-Service Centers;
  Company to Implement HP Smart Contact Solution.
Business Wire, p12020253

Dec 2, 1996
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 819

...   if a Blue Cross member wishes to speak to a customer-service
representative, after keying **data** into a voice-response unit, the **phone
call** and the **customer** 's **history** will be received on a workstation by
the representative. This scenario, enabled by Customer Contact Manager
middleware's integration of voice systems and computer databases, puts
benefits, claims and eligibility **information** in front of customer-service
representatives just as they begin speaking with callers.
      "Our customers...

14/3,K/27   (Item 5 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

04278972   Supplier Number: 46269184   (USE FORMAT 7 FOR FULLTEXT)
**WIRELESS: CORAL SYSTEMS INTRODUCES INDUSTRY'S FIRST GLOBAL WIRELESS FRAUD
   PREVENTION SOFTWARE SYSTEM; NEXT GENERATION FRAUDBUSTER 4.0 SUPPORTS ALL
   DOMESTIC & INTERNATIONAL WIRELESS STANDARDS**
EDGE, on & about AT&T, pN/A
April 1, 1996
Language: English   Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 654

...   for wireless carriers on a global scale.
      To prevent the unauthorized use of a cellular **phone** , FraudBuster
builds personalized **customer profiles** based on the subscriber's typical
calling patterns. When suspicious activity is detected, a member of the
carrier's fraud investigation team is immediately alerted, supplied with
detailed **information** of the call(s) in question and provided with
recommended actions to address the fraud...

14/3,K/28   (Item 6 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

03622495   Supplier Number: 45104140   (USE FORMAT 7 FOR FULLTEXT)
Re-engineering puts customers on fast track to service
Communications News, p10
Nov, 1994
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 849

...   or, for a new customer, creates the record.
      Each service rep uses an integrated voice/ **data** workstation
consisting of an IBM PC and an AT&T CallMaster **telephone** set. The
customer profile provides the rep with **information** about the **caller**
and a **call** -history log showing an automated **record** of the date, time,
nature and resolution of previous calls - cues that help agents begin...

14/3,K/29   (Item 7 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)

03221642   Supplier Number: 44420911   (USE FORMAT 7 FOR FULLTEXT)
Cellular technology moving information age
Crain's Detroit Business, p11
Feb 7, 1994
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 823

...   contact your service technician by cellular phone. The technician
plugs a laptop into the mobile **phone** and takes the **customer   history** ,
the nature of the service **call** and Mr. Big Customer's **information** on
the parts needed. When the repair is made, your representative files a
report back...

14/3,K/30   (Item 8 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

01006233   Supplier Number: 41097955
Northern Telecom links PBXs with H-P computers
MIS Week, p6
Jan 1, 1990
Language: English   Record Type: Abstract
Document Type: Magazine/Journal; Trade

ABSTRACT:
...automatic number identification and fast data retrieval from large
databases.
The application create functional voice/ **data** integration at the desktop.
In a typical customer service application, the PBX would identify the phone
number of an incoming **caller** and query the computer database for the file
corresponding to the **telephone** number. The **customer   profile** of the
incoming **caller** would then be displayed on the computer terminal of the
customer service agent receiving the...

14/3,K/31   (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

09390846   SUPPLIER NUMBER: 19250804   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Do you hear what I hear? Voice-activated wireless services is the key to
  success in recognition accuracy.**
Kasbow, Rob
Cellular Business, v14, n2, p44(2)
Feb, 1997
ISSN: 0741-6520   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 918   LINE COUNT: 00079

...   technique employs a sophisticated mathematical probability model
and profile for each subscriber that performs an **analysis** of   telephone
number structure, **individual** dialing **patterns** and the probability of
speech recognition errors to correct the telephone number to be dialed...

14/3,K/32   (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

07174727   SUPPLIER NUMBER: 14789586   (USE FORMAT 7 OR 9 FOR FULL TEXT)
NCRA carrier survey illustrates low-usage pricing on-the-rise. (National
  Cellular Resellers Association)
Mobile Phone News, v12, n6, pS1(2)
Feb 7, 1994
ISSN: 0737-5077   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 509   LINE COUNT: 00040

...   with cellular resellers..." to create a highly competitive retail
cellular market, said Gusky.
     NCRA's **data** includes the airtime prices of both the "A" and "B"
band cellular operators in the 30 largest MSA. The airtime charges were
calculated by using **data** obtained from **Information** Enterprises and the
licensed carriers' customer service departments in each market. The monthly
airtime charges...

...of peak-hour airtime and 10 minutes off-peak airtime usage, which
represents a reasonable **calling   pattern** for **individuals** using a
cellular **phone** chiefly for personal safety and convenience, said NCRA.
     ...Some Markets' Pricing Very Dramatically
     Although NORA...

 14/3,K/33   (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

06223834   SUPPLIER NUMBER: 14409806   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Improving customer service through networking capabilities.
Kennedy, Michael D.
Telecommunications, v26, n11, p19(3)
Nov, 1992
ISSN: 0278-4831   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1937   LINE COUNT: 00166

...   service representative answers the call. Hence, the service enables
the bank to go to its **data** base, extract the customer's account profile,
and route the **call** to the most appropriate person. When the agent picks
up the **phone** , the **customer** 's **profile** is already on the screen.
     ISDN has also made available to many phone company customers...

 14/3,K/34   (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

05893172   SUPPLIER NUMBER: 12317739   (USE FORMAT 7 OR 9 FOR FULL TEXT)
HBC purchasers like to shop around. ('The Rhyme and Reason of HBC
  Consumers: Retailing Opportunities for Drug, Food and Other Store Types'
  report by MPSI/Retail Systems shows Health Benefit Card consumer
  preferences in buying health and beauty aids; includes related article
  analyzing HBC consumer)
Frederick, Joanne
Grocery Marketing, v58, n5, p21(3)
May 24, 1992
ISSN: 0888-0360   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 917   LINE COUNT: 00078

...   in the Tampa-St. Petersburg, Fla., market in two phases. The first
phase, involving 511 **telephone** interviews, determined specific **consumer
behaviors** and attitudes about shopping for HBC products. This image
analysis identified the six consumer cluster groups (See sidebar, page
28).
      The second phase, involving 513...

14/3,K/35   (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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05129996   SUPPLIER NUMBER: 10560114   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**A sense of where you are: powerful computerized maps are helping make order
   out of an increasingly complicated world.**
Allman, William
U.S. News & World Report, v110, n14, p58(3)
April 15, 1991
CODEN: XNWRA   ISSN: 0041-5537   LANGUAGE: ENGLISH   RECORD TYPE:
   FULLTEXT
WORD COUNT: 1370   LINE COUNT: 00104

...   climate changes.
      Boardroom mapping. By allowing map makers to easily merge almost any
kind of **data** with a spatial map, GIS technology has become a key tool in
corporate boardrooms as...

...best spots for drilling; the telephone company U.S. West is targeting
its marketing of **call** waiting" and other services with a GIS program that
merges **customer** **profiles** with **phone** **information** ; and a movie
distributor uses GIS to **analyze** what kinds of films draw the best crowds
in various neighborhoods. The new mapping technology...

14/3,K/36   (Item 1 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
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02062184
High Caliber Systems Brings peopleBASE (TM) To The People
News Release   September 2, 1988   p. 1

      ...telephone/mail correspondence. Using simple pull-down menus, you can
select a person to be   **called** , review that **person** 's correspondence
history , auto-dial the   **phone** , update the history, and print a
personalized "thank you" letter. PeopleBASE also gives you the...

... manage mailing lists, print labels and/or form letters, print custom
lists, and analyze numeric **information**   **stored**   in the database.
      Full text available on PTS New Product Announcements.
...
   ..

14/3,K/37   (Item 2 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
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02045381
High Caliber Systems Brings peopleBASE (TM) To The People.
News Release   September 2, 1988   p. 1

...telephone/mail correspondence. Using simple pull-down menus, you can select a person to be **called** , review that **person** 's correspondence **history** , auto-dial the **phone** , update the history, and print a personalized "thank you" letter. PeopleBASE also gives you the...

... manage mailing lists, print labels and/or form letters, print custom lists, and analyze numeric **information stored** in the database.
Full text available on PTS New Product Announcements.
...

14/3,K/38   (Item 3 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
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00797610
Telephone companies will make increasing use of Census data, which provide information on the number and type of housing units, home value, race and age, according to industry experts.
Telephone Engineer & Management   July 15, 1982   p. 62,64

    The **data** have applications in choosing the best locations from which to offer new services; advance planning for new investments in access points; optimizing personnel usage at phone center **stores** and business offices; placement of coin **phones** ; development of **customer profiles** on certain products; and development of usage patterns in long distance **calling** . The **data** are most often accessed through service bureau vendors who enhance the **data** with graphics and other means to meet specific needs; they can also be obtained in raw form from the Census Bureau. **Information** can be accessed through service bureaus by ordering pre-packaged reports, computer access, licensing the...

14/3,K/39   (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01928940   SUPPLIER NUMBER: 18058811   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Call accounting roundup. (call accounting software packages)(includes vendor directory and related articles on choosing a call accounting software package)(Buyers Guide)
Teleconnect, v14, n3, p72(23)
March, 1996
DOCUMENT TYPE: Buyers Guide   ISSN: 0740-9354   LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 8445   LINE COUNT: 00698

ABSTRACT: A buyer's guide compares over 60 **call** accounting devices and software packages. Each product **profile** includes price, **vendor** name, location and **telephone** number, as well as and feature **information** . Products range in price from $199 to $140,000.

14/3,K/40   (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01687854   SUPPLIER NUMBER: 15506075   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Operator, give me telephony. (computer-telephone integration)

Karve, Anita
LAN Magazine, v9, n7, p71(5)
July, 1994
ISSN: 0898-0012   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 3710   LINE COUNT: 00293

...   when dealing with cutomers.
    When a call comes into a call center, the PBX sends **information**
about the call to a mainframe or mini-computer instead of immediately
directing the call to a customer service representative. The computer
processes this **information** , makes a decision, and tells the PBX what to
do. The PBX then routes the...

...able to take the call. Along with the call, the representative might
also receive customer **information** on his or her terminal that was gleaned
from a database. Linking the **phone** number to the **customer** 's order
history , for example, might save the representative 30 seconds per **call** ,
and with hundreds or thousands of calls being processed every day, those 30
seconds add...

  14/3,K/41   (Item 3 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01500656   SUPPLIER NUMBER: 11936385   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Privacy in the telecommunications age. (From Washington; column) (Cover
   Story)**
Wolinsky, Carol; Sylvester, James
Communications of the ACM, v35, n2, p23(3)
Feb, 1992
DOCUMENT TYPE: Cover Story   ISSN: 0001-0782   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1897   LINE COUNT: 00162

...ABSTRACT: concern include access to private conversations and records,
using customer information for marketing purposes, building **customer
profiles** through **telephone** numbers and other personal **information** ,
automated equipment for placing **calls** or collecting **caller   information**
, and keeping track of a person's location through their use of mobile
telephones and...

  14/3,K/42   (Item 4 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01356965   SUPPLIER NUMBER: 08011012   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Northern Telecom links PBXs with H-P computers. (product announcement)
Iida, Jeanne
MIS Week, v11, n1, p6(1)
Jan 1, 1990
DOCUMENT TYPE: product announcement   ISSN: 0199-8838   LANGUAGE:
   ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 508   LINE COUNT: 00040

...   automatic number identification and fast data retrieval from large
databases.
    The applications create functional voice/ **data** integration at the
desktop. In a typical customer service application, the PBX would identify

the phone number of an incoming **caller** and query the computer database
for the file corresponding to the **telephone** number. The **customer**
profile of the incoming **caller** would then be displayed on the computer
terminal of the customer service agent receiving the...

14/3,K/43   (Item 5 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01248903   SUPPLIER NUMBER: 07031157   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Software lets AS-400 manage calls routed by IBM's PBX system. (Connectivity
   supplement to PC Week) (product announcement)
PC Week, v5, n40, pC24(1)
Oct 3, 1988
DOCUMENT TYPE: product announcement   ISSN: 0740-1604   LANGUAGE:
   ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 225   LINE COUNT: 00019

...   Redwood PBX system, company officials said.
     The software allows customers to use AS/400 database **information** ,
such as **client** **profiles** and **telephone** numbers, to direct outgoing
telephone **calls** . It also allows customers to use AS/400 application
programs to process the call-detail **records** generated by the Redwood PBX
for telephone-calls tracking and analysis, officials explained.
     Additional Features...

14/3,K/44   (Item 6 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01078832   SUPPLIER NUMBER: 00636491
Call History for PDP-11 and VAX.
Hardcopy, v13, n10, p160
Oct., 1984
DOCUMENT TYPE: product announcement   ISSN: 0279-8123   LANGUAGE:
   ENGLISH   RECORD TYPE: ABSTRACT

ABSTRACT: Origin's **Call** Tracker is a **client** **history** **data** base and
phone dialer. The software package tracks who to **call** , when to **call** ,
and what was said in past conversations. The package is available for
systems running DEC...

14/3,K/45   (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 2003 The Gale Group. All rts. reserv.

01052635   Supplier Number: 40171246   (USE FORMAT 7 FOR FULLTEXT)
COMPLEMENTARY SOLUTIONS, INC., TO FEATURE TELEMATE SOFTWARE SYSTEM AT
   NATA'S UNICOM 1 EXPO AND CONFERENCE
News Release, pN/A
Sept 24, 1987
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 533

...   for each employee. The Alert capability allows identification of
     most frequently called numbers.

2) Management **Analysis** Category--Determines **individual** **phone** activity
        patterns , provides an overall picture of an organization's phone
        usage; prorates telephone expenses (by department...

 14/3,K/46   (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

04165537   Supplier Number: 54569480   (USE FORMAT 7 FOR FULLTEXT)
**KINGSTON-SCL: Kingston-SCL announces further extension to Jupiter's web
  capability.**
M2 Presswire, pNA
May 5, 1999
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 521

...   be activated by simply clicking a 'yes please' button on the web
page.
        * incorporating additional **information** on customer segmentation and
target markets, building on the extensive existing Jupiter **information**
such as customer/subscriber details, sales ledger, invoices and **call**
details.
        * capturing important marketing **information** on **customers**
behavioural   **patterns** such as **phone** usage, internet usage, web pages
visited and response **information** .
        * providing opportunities for third party advertising and increasing
revenue streams.
        * reducing costs, particularly CSR costs...

 14/3,K/47   (Item 2 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

03596867   Supplier Number: 47446160   (USE FORMAT 7 FOR FULLTEXT)
TELEFFICIENCY TO LAUNCH GEOGRAPHICAL TELEPHONE USAGE SOFTWARE
Telecomworldwire, pN/A
June 6, 1997
Language: English   Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 82

    TELEFFICIENCY LTD is to launch TeleReporter, geographical mapping
software for **profiling**   **telephone** usage. **Users** will be able to develop
customised reports **analysing** all aspects of their telecoms bills in a
range of graphical and text formats. Additionally...

 14/3,K/48   (Item 3 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

03523727   Supplier Number: 47278171   (USE FORMAT 7 FOR FULLTEXT)
Public Access to Malpractice Data Proliferating in the States
Medicine & Health, v51, n14, pN/A
April 7, 1997

Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; General
Word Count: 294

    (USE FORMAT 7 FOR FULLTEXT)
TEXT:
Maryland is moving toward becoming the first state in the nation to make
malpractice **data** for individual physicians available on the Internet,
although exactly what **information** will be given and how it will be paid
for hasn't been resolved by...

...executive director of the Maryland Medical Assn., says the board is
likely to eventually include **data** on resolved but not pending malpractice
cases, but how the costs of gathering that ' **information** will be paid for
hasn't been resolved by state lawmakers. Bills have been introduced this
session in at least seven state legislatures to give consumers greater
access to **data** on individual physicians, including malpractice **data** ,
says the Washington, DC-based Health Policy Tracking Service.They include
Maryland, Florida, Delaware, Colorado, California, Vermont, and
Connecticut. Last November, Massachusetts became the first state to offer
the public **individual** physician **profiles** through a tollfree **phone**
line. **Calls** now run about 200 per day, down from 700 to 1,000 **calls** a
day when the system first began operating. **Information** provided --
developed in conjunction with the state's medical society after a
legislative battle includes **data** on malpractice payouts. However, the
reports, sent by mail or fax, do not include actual dollar amounts, but
classify payouts as average, above average, or below average, and include
information showing what percentage of doctors in the specialty involved
had malpractice payouts over the decade. The **information** also notes that
malpractice settlements may be made for reasons other than a doctor's...

 14/3,K/49   **(Item 4 from file: 636)**
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

03375777   Supplier Number: 46943606   (USE FORMAT 7 FOR FULLTEXT)
HEWLETT-PACKARD: Blue Cross of.California selects HP to build
   customer-service centers
M2 Presswire, pN/A
Dec 3, 1996
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 816

...   if a Blue Cross member wishes to speak to a customer-service
representative, after keying **data** into a voice-response unit, the **phone**
 call and the **customer** 's **history** will be received on a workstation by
the representative. This scenario, enabled by Customer Contact Manager
middleware's integration of voice systems and computer databases, puts
benefits, claims and eligibility **information** in front of customer-service
representatives just as they begin speaking with callers. "Our customers...

 14/3,K/50   **(Item 5 from file: 636)**
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

03077545   Supplier Number: 46288841   (USE FORMAT 7 FOR FULLTEXT)
INTERCONNECTION SAGA RAGES ON, REPORT FINDS BILL AND KEEP NOT FEASIBLE YET

Mobile Phone News, v14, n15, pN/A
April 8, 1996
Language: English   Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 411

...   than they do today but should not be set exactly at cost."
    The report, "Cellular **Telephone Calling Patterns** for Residential
Customers ," surveyed monthly billing **records** of 645 residential
customers. The survey found that 82 percent of all cellular calls are...

14/3,K/51   (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

04773169 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Russian advertisement tycoon charged with eavesdropping.
ITAR TASS (COMTEX)
March 26, 1999
JOURNAL CODE: WITS   LANGUAGE: English   RECORD TYPE: FULLTEXT
WORD COUNT: 217

    (USE FORMAT 7 OR 9 FOR FULLTEXT)

...   the private life" of media leaders and public figures.
    The   searches   have turned up tapped **telephone** conversations,
analytical   profiles of **persons** and members of their families,
information on bank accounts, private cars, property and other private...

14/3,K/52   (Item 1 from file: 476)
DIALOG(R)File 476:Financial Times Fulltext
(c) 2003 Financial Times Ltd. All rts. reserv.

0006065889 B0BGDBXAAUFT
Technology: Database shoots with precision
DELLA BRADSHAW
Financial Times, P 10
Thursday, July 4, 1991
DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
Word Count: 676

...television. 'One interesting thing after advertising in the tabloids is
to use the database to **analyse** which people respond,' explains Hartley.
'We have a **profile** of **people** who respond by **phone** , by coupons, who
respond to national newspapers or to door drops.'

With the cost of...

14/3,K/53   (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

0725191
Should you standardize on...TSAPI?
Open Computing December 1995; Pg 50; Vol. 12, No. 12
Journal Code: UNIX   ISSN: 0739-5922
Section Heading: DECISIONS

Bode Akintola 13-Mar-03

Word Count: 853   *Full text available in Formats 5, 7 and 9*

BYLINE:
Claire Tristram

TEXT:
...PC interfaces is a great idea, but very few people know how to do it.

Call -center managers have dreamed about automatically integrating the knowledge captured by their PBX-including **telephone - calling patterns** and **customer information** -with a database that has a standard local-area network interface. Even a simple, real...

```
Set     Items    Description
S1        383    AU=(HSU M? OR HSU, M?)
S2     2223281   CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUSTOMER? -
                 OR CLIENT? OR MERCHANT? OR DEALER? OR VENDOR? ? OR PROVIDER? -
                 OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? OR PEOPLE? OR PERS-
                 ON? ?
S3     1775514   PROFIL? OR HISTORY? OR BEHAVIOR? OR BEHAVIOUR? OR PATTERN?
                 ?
S4      276762   TELEPHONE? OR PHONE? OR CELLPHONE?
S5      580568   CALL???
S6      750111   STORE? ? OR STORING? OR RECORD? OR ARCHIV?
S7     3205608   DATA? ? OR INFO OR INFORMATION
S8         168   S2(3N)S4(3N)S3
S9          57   S8 AND S5
S10         48   S9 NOT PY>1999
S11         46   RD (unique items)
? show files
File   2:INSPEC 1969-2003/Mar W1
          (c) 2003 Institution of Electrical Engineers
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          (c) 2003 ProQuest Info&Learning
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          (c) 2003 BLDSC all rts. reserv.
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          (c) 2003 The HW Wilson Co.
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          (c) 2003 The New York Times
File 475:Wall Street Journal Abs 1973-2003/Mar 12
          (c) 2003 The New York Times
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
          (c) 2002 The Gale Group
File 256:SoftBase:Reviews,Companies&Prods. 82-2003/Jan
          (c)2003 Info.Sources Inc
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6567307   INSPEC Abstract Number: C2000-05-1230D-124
  Title: A self-organizing map for clustering probabilistic models
  Author(s): Hollmen, J.; Tresp, V.; Simula, O.
  Author Affiliation: Lab. of Comput. & Inf. Sci., Helsinki Univ. of Technol., Espoo, Finland
  Conference Title: ICANN99. Ninth International Conference on Artificial Neural Networks (IEE Conf. Publ. No.470)   Part vol.2   p.946-51 vol.2
  Publisher: IEE, London, UK
  Publication Date: 1999 Country of Publication: UK   2 vol. xxix+1028 pp.
  ISBN: 0 85296 721 7   Material Identity Number: XX-2000-00687
  Conference Title: Proceedings of 9th International Conference on Artificial Neural Networks: ICANN '99
  Conference Date: 7-10 Sept. 1999   Conference Location: Edinburgh, UK
  Language: English   Document Type: Conference Paper (PA)
  Treatment: Applications (A); Theoretical (T); Experimental (X)

  Abstract: We present a general framework for self-organizing maps, which store probabilistic models in map units. We introduce the negative log probability of the data sample as the error function and motivate its use by showing its correspondence to the Kullback-Leibler distance between the unknown true distribution of data and our empirical models. We present a general winner search procedure based on this probability measure and an update step based on its gradients. As an application, we derive the learning rules for a particular probabilistic model that is used in user profiling in mobile communications network. Due to the constrained nature of the parameters of our probabilistic model, we introduce a new parameter space, in which the gradient update step is performed. In the experiments, we show clustering of user **profiles** using **calling** data involving normal **users** of mobile **phones** and **users** that are known to be victims of fraud. Finally, we discuss further applications of the approach. (17 Refs)
  Subfile: C
  Descriptors: computerised monitoring; learning (artificial intelligence); pattern recognition; probability; search problems; self-organising feature maps; telecommunication computing
  Identifiers: self-organizing map; clustering; probabilistic models; Kullback-Leibler distance; winner search; probability; learning rules; mobile phone monitoring
  Class Codes: C1230D (Neural nets); C1250 (Pattern recognition); C7410F (Communications computing); C1230L (Learning in AI); C1140Z (Other topics in statistics)
  Copyright 2000, IEE

5849989   INSPEC Abstract Number: B9804-6210D-006, C9804-7410F-009
  Title: Case study: how to make telecom pricing strategy using data warehouse approach
  Author(s): Seungjae Shin; Gilju Park; Wonjun Lee; Sunmi Lee
  Author Affiliation: R&D Group, Korea Telecom, Seoul, South Korea
  Conference Title: Proceedings of the Thirty-First Hawaii International Conference on System Sciences (Cat. No.98TB100216)   Part vol.6   p.55-60 vol.6
  Publisher: IEEE Comput. Soc, Los Alamitos, CA, USA
  Publication Date: 1998 Country of Publication: USA   7 vol.

(xiv+689+ix+346+xi+470+xiv+581+xi+481+xiv+753+xvi+849) pp.
  ISBN: 0 8186 8255 8   Material Identity Number: XX98-00244
  U.S. Copyright Clearance Center Code: 1060-3425/98/$10.00
  Conference Title: Proceedings of the Thirty-First Hawaii International
Conference on System Sciences
  Conference Sponsor: Univ. Hawaii
  Conference Date: 6-9 Jan. 1998   Conference Location: Kohala Coast, HI,
USA
  Language: English   Document Type: Conference Paper (PA)
  Treatment: Applications (A); Practical (P)

  Abstract: SIMS (Strategic Information Management System) is a large-scale
DSS for the telecommunications industry. Its goal is the development of a
pricing strategy. SIMS is developed based upon the huge volume of CDR (
Call Data Records). Its two main functions are CBA (**Call** Behavior
Analysis) and database simulation. Once decision-makers have fully analyzed
a **call** behavior pattern, they can make an assumption for their pricing
strategy, and then they can simulate their own scenario. After several
simulations, they can find the optimal solution under their environment. It
is very important to know the **telephone customers' behaviors** because
the telecommunications market is quickly becoming a highly competitive one.
Telephone customers have an influence on the market, so we need a
customer-oriented pricing strategy because the market itself has turned
into a customer-oriented one. To get a customer-oriented strategy, we have
to thoroughly analyze the customers' **call** behavior patterns. SIMS is a
strong tool to obtain these patterns and to conduct simulations based on
this knowledge. (4 Refs)
  Subfile: B C
  Descriptors: commerce; decision support systems; tariffs;
telecommunication computing; telecommunication services; telephone traffic
recording; very large databases
  Identifiers: case study; telecommunications pricing strategy; data
warehouse; SIMS; Strategic Information Management System; large-scale DSS;
decision support system; **call** data records; **call** behavior analysis;
database simulation; **call** behavior pattern; telephone customers;
telecommunications market; competitive market; customer-oriented pricing
strategy
  Class Codes: B6210D (Telephony); C7410F (Communications computing); C7185
 (Administration of other service industries); C6160Z (Other DBMS); C7102
(Decision support systems)

11/5/3   (Item 3 from file: 2)
DIALOG(R)File   2:INSPEC

5456224   INSPEC Abstract Number: B9702-6210D-008, C9702-7410F-020
  **Title: Combining data mining and machine learning for effective user
profiling**
  Author(s): Fawcett, T.; Provost, F.
  Author Affiliation: NYNEX Sci. & Technol., White Plains, NY, USA
  Conference Title: KDD-96 Proceedings. Second International Conference on
Knowledge Discovery and Data Mining   p.8-13
  Editor(s): Simoudis, E.; Han, J.; Fayyad, U.
  Publisher: AAAI Press, Menlo Park, CA, USA
  Publication Date: 1996 Country of Publication: USA   xiv+391 pp.
  Material Identity Number: XX96-02511
  Conference Title: Proceedings of 2nd International Conference on
Knowledge Discovery and Data Mining (KDD-96)
  Conference Date: 2-4 Aug. 1996   Conference Location: Portland, OR, USA

Language: English   Document Type: Conference Paper (PA)
Treatment: Practical (P)

Abstract: The paper describes the automatic design of methods for detecting fraudulent behaviour. Much of the design is accomplished using a series of machine learning methods. In particular, the authors combine data mining and constructive induction with more standard machine learning techniques to design methods for detecting fraudulent usage of cellular **telephones** based on **profiling customer behaviour** . Specifically, they use a rule-learning program to uncover indicators of fraudulent behaviour from a large database of cellular **calls** . These indicators are used to create profilers, which then serve as features to a system that combines evidence from multiple profilers to generate high-confidence alarms. Experiments indicate that this automatic approach performs nearly as well as the best hand-tuned methods for detecting fraud. (12 Refs)
   Subfile: B C
   Descriptors: cellular radio; data analysis; fraud; learning (artificial intelligence); telecommunication computing; very large databases
   Identifiers: effective user profiling; machine learning; data mining; automatic method design; fraudulent behaviour detection; constructive induction; fraudulent cellular telephone usage; customer behaviour profiling; rule-learning program; fraudulent behaviour indicators; large cellular **call** database; high-confidence alarm
   Class Codes: B6210D (Telephony); B6250F (Mobile radio systems); C7410F (Communications computing); C6160Z (Other DBMS); C6170K (Knowledge engineering techniques)
   Copyright 1996, IEE

11/5/4   (Item 4 from file: 2)
DIALOG(R)File   2:INSPEC
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4657062   INSPEC Abstract Number: B9406-6250F-018, C9406-7410F-014
 Title: Rules of the game (object-oriented rule-based systems)
   Author(s): Handzel, M.
   Author Affiliation: Coral Syst. Inc., Longmont, CO, USA
   Journal: Object Magazine   vol.4, no.1   p.72-5
   Publication Date: March-April 1994 Country of Publication: USA
   ISSN: 1055-3614
   Language: English   Document Type: Journal Paper (JP)
   Treatment: Practical (P)

Abstract: The next step in adding value to object-oriented business software is to introduce rules. Rules-which govern and manage objects according to predefined guidelines-can provide structure and content for informed decision making. Rules make objects more meaningful to each particular end user and to the organization as a whole. Coral Systems is a leading provider of intelligent network systems and software to cellular telephone carriers nationwide. Their Unix-based modular services platform delivers sophisticated **call** handling capabilities to existing cellular and emerging personal communications services. One key business need they address is the detection and prevention of cellular phone fraud. That's where the rule-based, object-oriented system **called** FraudBuster comes in. Using rules and objects constructed with the NEXPERT OBJECT tool from Neuron Data, FraudBuster tracks **patterns** of usage among cellular **phone subscribers** and flags potential fraud. In other words, it uses rules to give meaning to objects **called** "phone **calls** " and to other, pattern-based constructs **called** "subscriber usage." With FraudBuster, customers have cut the costs of fraud significantly, while at the same time trimming their fraud-detection expenditures. (0 Refs)
   Subfile: B C

Descriptors: administrative data processing; cellular radio; commerce; fraud; knowledge based systems; object-oriented programming; telecommunications computing

Identifiers: object-oriented rule-based systems; object-oriented business software; predefined guidelines; informed decision making; Coral Systems; intelligent network systems; cellular telephone carriers; Unix-based modular services platform; **call** handling capabilities; personal communications services; cellular phone fraud; FraudBuster; NEXPERT OBJECT tool; cellular phone subscribers; phone **calls** ; pattern-based constructs; subscriber usage; fraud-detection expenditures

Class Codes: B6250F (Mobile radio systems); C7410F (Communications); C6110J (Object-oriented programming); C6170 (Expert systems); C7100 (Business and administration)

11/5/5   (Item 5 from file: 2)
DIALOG(R)File   2:INSPEC
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04059756   INSPEC Abstract Number: B9202-6210D-028
  Title: The relevance of documentation and the role of the MLOE records in the disposal of excess metering complaints
  Author(s): Ramanathan, P.V.
  Author Affiliation: DE Maintenance, Kakinada, India
  Journal: Telecommunications   vol.41, no.3   p.56-8
  Publication Date: June 1991 Country of Publication: India
  CODEN: TCMSAX ISSN: 0497-1388
  Language: English   Document Type: Journal Paper (JP)
  Treatment: Practical (P)

  Abstract: Observation and documentation play a vital role in the expeditious and satisfactory disposal of complaints about excess metering. Most of the observation is done after the 'spurt' has occurred, more so in the Strowger exchanges. The commissioning of MLOEs has helped in establishing concrete evidence of the use of the STD by the subscriber as well as the incidence of excess metering. The author outlines the methods of documentation and examines their relevance to the factors governing the disposal of excess metering cases. (0 Refs)
  Subfile: B
  Descriptors: telephone traffic recording ·
  Identifiers: **telephone   subscriber** 's **call   pattern** ; documentation; MLOE records; excess metering complaints; STD
  Class Codes: B6210D (Telephony)

11/5/6   (Item 6 from file: 2)
DIALOG(R)File   2:INSPEC
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04008823   INSPEC Abstract Number: C91067944
  Title: A layered model of organizations: communication processes and performance
  Author(s): Bair, J.H.
  Author Affiliation: Competition Technol. Corp., Los Gatos, CA, USA
  Journal: Journal of Organizational Computing   vol.1, no.2   p.187-203
  Publication Date: April-June 1991 Country of Publication: USA
  ISSN: 1054-1721
  Language: English   Document Type: Journal Paper (JP)
  Treatment: Practical (P)
  Abstract: Modeling organizations is most useful for predicting the outcome of decisions and courses of action. However, the tendency has been

to view an organization too narrowly, thus overlooking critical variables. For example, financial models are based on abstract indicators and do not adequately describe human factors. The article offers a five-layer, multidisciplinary model, where each layer defines units of analysis and subsystem boundaries. The layers (behavior-motion, activity, process-procedure, function, mission) define arenas of practical action, ranging from **individuals** ' moment-by-moment **behaviors** , such as making **telephone** **calls** , to broad policy decisions and functional structure of organizations. (47 Refs)
  Subfile: C
  Descriptors: corporate modelling; systems analysis
  Identifiers: layered model; communication processes; financial models; abstract indicators; human factors; multidisciplinary model; behavior-motion; activity; process-procedure; function; mission; telephone **calls** ; policy decisions
  Class Codes: C1290 (Applications of systems theory)

11/5/7   **(Item 7 from file: 2)**
DIALOG(R)File   2:INSPEC

03414613   INSPEC Abstract Number: B89050268
 Title: Telephone calling **behavior model**
  Author(s): Itoh, H.
  Author Affiliation: NTT Commun. & Inf. Process. Labs., Tokyo, Japan
  Journal: Review of the Electrical Communication Laboratories   vol.37, no.2   p.149-54
  Publication Date: March 1989 Country of Publication: Japan
  CODEN: RELTAN ISSN: 0029-067X
  Language: English   Document Type: Journal Paper (JP)
  Treatment: Theoretical (T); Experimental (X)
  Abstract: A mathematical model based on the probability of a **call** being made to each **called** party is developed in which the probability is expressed by two parameters: N; number of parties a user **calls** , and beta ; a value expressing **call** concentration to each party. The model is used to evaluate a telephone system which makes a personal directory automatically by learning from the **users telephone calling behavior** . The evaluation is based on the percentage of **calls** made by using the directory. It confirmed that the **calling** behavior can be expressed by an exponential function. (3 Refs)
  Subfile: B
  Descriptors: probability; telephone systems; telephone traffic
  Identifiers: **call** probability; telephone **calling** behaviour; **call** concentration; telephone system; personal directory
  Class Codes: B6210D (Telephony); B0240Z (Other and miscellaneous)

 11/5/8   **(Item 8 from file: 2)**
DIALOG(R)File   2:INSPEC

03006561   INSPEC Abstract Number: D87002938
 Title: The era of electronic phone call **management**
  Author(s): Makin, J.
  Journal: Office & Information Management International   vol.1, no.4 p.16-17
  Publication Date: Sept. 1987 Country of Publication: UK
  ISSN: 0951-5062
  Language: English   Document Type: Journal Paper (JP)

Treatment: General, Review (G)

Abstract: For the majority of organisations, the telephone is the most important tool available for communicating and creating sales. The telephone **call** -management system has grown in popularity to fight increasing costs and help improve office management techniques. It is an electronic data recorder that is connected to the user's switchboard. The highly-sophisticated data storing instrument provides a perfect record, in the form of printed reports, on **telephone   behaviour** , trends and **patterns** by departments or **individuals** , **call** charges for single **calls** , sections and buildings, and a host of other key information that is necessary to form an intelligent picture of business activity. (0 Refs)
   Subfile: D
   Descriptors: telephony
   Identifiers: electronic phone **call** management
   Class Codes: D4070 (Telephone systems)

11/5/9   (Item 9 from file: 2)
DIALOG(R)File   2:INSPEC

02079581   INSPEC Abstract Number: B83040095
   Title: **The influence of the perseverance function in queueing systems with repeated** calls
   Author(s): Deul, N.
   Author Affiliation: Sektion Math., Humboldt-Univ. zu Berlin, Berlin, East Germany
   Journal: Elektronische Informationsverarbeitung und Kybernetik (EIK)
vol.18, no.10-11   p.587-94
   Publication Date: 1982 Country of Publication: East Germany
   CODEN: EIVKAX ISSN: 0013-5712
   Language: English   Document Type: Journal Paper (JP)
   Treatment: Theoretical (T)
Abstract: The influence of the **individual subscriber behaviour** on the stationary characteristics of **telephone** systems with repeated **calls** is investigated. The system characteristics are obtained by an iterative algorithm, the results of numerical calculations are discussed. (7 Refs)
   Subfile: B
   Descriptors: queueing theory; telephone traffic
   Identifiers: telephone traffic; perseverance function; queueing systems; repeated **calls** ; individual subscriber behaviour; stationary characteristics; telephone systems; iterative algorithm
   Class Codes: B0240C (Queueing theory); B6150 (Communication switching theory)

11/5/10   (Item 10 from file: 2)
DIALOG(R)File   2:INSPEC

02050063   INSPEC Abstract Number: B83031209
   Title: Telephone   **answering machines-an investigation into**   user behaviour
   Author(s): Maskery, H.S.; Pearce, B.G.
   Author Affiliation: Loughborough Univ. of Technology, Loughborough, UK
   Conference Title: International Conference on Man/Machine Systems   p. 258-61
   Publisher: IEE, London, UK
   Publication Date: 1982 Country of Publication: UK   xii+280 pp.
   Conference Date: 6-9 July 1982   Conference Location: Manchester, UK

Language: English   Document Type: Conference Paper (PA)
Treatment: Practical (P)

Abstract: The main aim of the study was to investigate the reasons for **callers** ' reactions to a telephone answering machine. This included the identification of different types of reaction. The secondary aim of the study was to quantify the magnitudes of the different types of user response. Finally, it was hoped that recommendations could be produced for those people involved with the design, manufacture, installation, and use of answering machines. It was felt that there was a possibility that these recommendations could be extended to cover more global aspects of voice communication and speech generation technology. (0 Refs)
Subfile: B
Descriptors: human factors; telephone station equipment
Identifiers: human factors; **callers** ' reactions; telephone answering machine; user response
Class Codes: B6220C (Telephone stations)

11/5/11   (Item 11 from file: 2)
DIALOG(R)File   2:INSPEC

01982635   INSPEC Abstract Number: C83006497
Title: Analysis by computer of physician telephone usage for laboratory results
Author(s): Bloch, D.M.
Author Affiliation: Dept. of Pathology, Univ. of Michigan, Ann Arbor, MI, USA
Conference Title: Proceedings of MEDCOMP '82. First IEEE Computer Society International Conference on Medical Computer Science/Computational Medicine p.64-5
Publisher: IEEE, New York, NY, USA
Publication Date: 1982 Country of Publication: USA   xv+547 pp.
Conference Sponsor: IEEE
Conference Date: 23-25 Sept. 1982   Conference Location: Philadelphia, PA, USA
Language: English   Document Type: Conference Paper (PA)
Treatment: Practical (P); Experimental (X)
Abstract: Discusses use of a laboratory computer to analyze physician telephone **calling** patterns for test results. Implementation of a laboratory computer system may result in only a 12% reduction in telephone **calls** , but the pattern shifts to earlier times. The effect of earlier interim reports and reduction of telephone lines is discussed. There is a close correlation between physician rounding **patterns** and the telephone **calling**   **pattern** . Analysis of **telephone**   **calling** **patterns** by **individual** patient indicates that many persons may **call** for the same test results in a very short period of time, suggesting lack of coordination of medical services. (7 Refs)
Subfile: C
Descriptors: medical administrative data processing
Identifiers: physician telephone usage; laboratory results; laboratory computer; telephone **calling** patterns; patient; medical services
Class Codes: C7140 (Medical administration)

11/5/12   (Item 12 from file: 2)
DIALOG(R)File   2:INSPEC

01527665   INSPEC Abstract Number: B80030591

Title: Direct distance dialing: call completion and customer retrial behavior
Author(s): Liu, K.S.
Journal: Bell System Technical Journal   vol.59, no.3   p.295-311
Publication Date: March 1980 Country of Publication: USA
CODEN: BSTJAN ISSN: 0005-8580
Language: English   Document Type: Journal Paper (JP)
Treatment: Experimental (X)

Abstract: A study of DDD **call** completion and retrials is important to provide an overall characterization of network performance and **customer behavior** in setting up **customers** ' desired **telephone** connections. A survey adopting a two-stage stratified sampling plan was undertaken to obtain DDD retrial statistics. Data associated with sampled DDD **calls** that were originated from one of 890 switching entities in the Bell System network were collected for a period of one week. The basic DDD retrial reported here are initial attempt disposition probabilities, retrial probabilities, number of additional attempts, ultimate success probabilities, and distribution functions for retrial intervals following different types of incomplete initial attempts. Results of subclass analyses of retrial statistics by originating and terminating classes of service (residence and business) are also presented. Results obtained in this study are useful in many network planning applications. A technique to analyze the revenue and cost impact is outlined in the paper. (2 Refs)
    Subfile: B
    Descriptors: switching theory; telephone traffic
    Identifiers: customer retrial behavior; **call** completion; network performance; retrial probabilities; ultimate success probabilities; distribution functions; cost; direct distance dialling
    Class Codes: B6150 (Communication switching theory); B6210D (Telephony)

11/5/13   (Item 13 from file: 2)
DIALOG(R)File   2:INSPEC

01320293   INSPEC Abstract Number: B79013917, C79010715
 Title: Detailed traffic study data from new line activity monitor
    Journal: Telephone Engineer and Management   vol.82, no.20   p.67-8
    Publication Date: 15 Oct. 1978 Country of Publication: USA
    CODEN: TPEMAW ISSN: 0040-263X
    Language: English   Document Type: Journal Paper (JP)
    Treatment: New Developments (N); Practical (P)
    Abstract: Discusses a new and improved way to study **customer telephone** traffic **patterns** which is currently being evaluated by two leading Independent telephone systems. The new technique utilizes an all-electronic line activity monitor developed by Conversational Voice Terminal Corporation, Chicago. The device, **called** LAM 1, is a portable microcomputer housed in an attache case along with all necessary cables, connectors, and connection instructions. (0 Refs)
    Subfile: B C
    Descriptors: communications computing; telephone traffic recording
    Identifiers: line activity monitor; **customer telephone** traffic **patterns** ; portable microcomputer
    Class Codes: B6220C (Telephone stations); C7410F (Communications)

11/5/14   (Item 14 from file: 2)
DIALOG(R)File   2:INSPEC

00755409   INSPEC Abstract Number: B75016623
 Title: Microwave network planning
  Author(s): Rau, B.S.
  Author Affiliation: Posts & Telegraphs Board, New Delhi, India
  Journal: Journal of the Institution of Electronics and Telecommunication
Engineers   vol.20, no.6   p.234-8
  Publication Date: June 1974 Country of Publication: India
  CODEN: JIETAU ISSN: 0377-2063
  Language: English   Document Type: Journal Paper (JP)
  Treatment: General, Review (G)

  Abstract: The switching plan is essential for establishing a **subscriber**
 dialling service. The hierarchical **pattern** enables **telephone   calls**
to be concentrated into a network of main and branch routes to which can be
assigned precise transmission performance objectives. Such concentration
enables one to utilise large capacity wideband transmission systems and
achieve the immense economy of scale which is one of the two most
remarkable features of long distance communication. The other is its
phenomenal rate of growth. (0 Refs)
  Subfile: B
  Descriptors: communication networks; hierarchical systems; microwave
links; switching systems
  Identifiers: microwave network planning; switching plan; subscriber
dialling service; hierarchical pattern; transmission performance objectives
; large capacity wideband transmission systems; economy of scale; rate of
growth
  Class Codes: B6250D (Point-to-point radio systems)

 11/5/15   (Item 15 from file: 2)
DIALOG(R)File   2:INSPEC

00755241   INSPEC Abstract Number: B75016425, C75009221
  **Title: Observation on the behaviour of the subscriber downstream of a
bottle-neck**
  Author(s): Pellieux, G.; Guerineau, J.P.
  Author Affiliation: SOCOTEL, Issy-les-Moulineaux, France
  Journal: Commutation et Electronique   no.47   p.26-33
  Publication Date: Oct. 1974 Country of Publication: France
  CODEN: CELCAB ISSN: 0010-3926
  Language: French   Document Type: Journal Paper (JP)
  Treatment: Theoretical (T)

  Abstract: The **behaviour** of the **telephone   subscriber** for toll or
international traffic may be observed at the level of its local exchange on
the one hand, and at the level of the outgoing tandem or international
exchange (at least when the **caller** can be identified there) on the other
hand. Blocking between originating exchange and outgoing tandem exchange
may constitute for the traffic a bottle-neck, the effect of which on the
results of observations it is of interest to obtain an evaluation. This
study, carried out from real traffic data and from simulations on computer,
is intended to get a comparison between the results obtained from both
types of observation. (7 Refs)
  Subfile: B C
  Descriptors: communications applications of computers; simulation;
telephone systems; traffic
  Identifiers: subscriber downstream of bottleneck; behaviour observation;
toll or international traffic; local exchange; international exchange; real
traffic data; simulations on computer
  Class Codes: B6210D (Telephony); C7410F (Communications)

11/5/16   (Item 16 from file: 2)
DIALOG(R)File   2:INSPEC
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00721884   INSPEC Abstract Number: B75006031
  Title: Call   **repetition as a special form of interaction between
subscriber and telephone network**
  Author(s): Henneberg, P.
  Journal: Fernmelde-Ingenieur   vol.28, no.7   p.1-40
  Publication Date: 15 July 1974 Country of Publication: West Germany
  CODEN: FINGAQ ISSN: 0015-010X
  Language: German   Document Type: Journal Paper (JP)
  Treatment: Applications (A); Theoretical (T)
  Abstract: The **subscriber   behaviour** in relation to **telephone** network
has been studied as a superior system among whose individual parts an
exchange of information and a number of interactions take place. The
traffic-increasing effect of **call** repetitions has been studied in detail.
The experience gained by studying these processes has been applied to
practical dimensioning problems occurring in telephone networks. (17 Refs)
  Subfile: B
  Descriptors: telephone networks
  Identifiers: **telephone   sub**scriber   behaviour ; telephone networks;
call repetition
  Class Codes: B6210D (Telephony)

 11/5/17   (Item 17 from file: 2)
DIALOG(R)File   2:INSPEC
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00660789   INSPEC Abstract Number: B74027361
  Title: **New results on the** behaviour **of the** subscriber **of the Parisian**
telephone **network**
  Author(s): Guerineau, J.P.; Pellieux, G.
  Journal: Commutation et Electronique   no.45   p.53-71
  Publication Date: April 1974 Country of Publication: France
  CODEN: CELCAB ISSN: 0010-3926
  Language: English   Document Type: Journal Paper (JP)
  Treatment: General, Review (G)
  Abstract: From observations made on about ten PBX **calling** subscribers,
i.e. heavy traffic subscribers, and about sixty subscribers with individual
line connected to the same exchange of the Parisian network, the authors
consider the statistical characteristics of the various traffics generated
by the subscribers. A comparison is then made between the behaviour of one
kind of subscriber and that of the other. The present results are also
compared with preceding ones obtained for subscribers of the same network.
(12 Refs)
  Subfile: B
  Descriptors: telephone networks
  Identifiers: new results; Parisian telephone network; ten PBX **calling**
subscribers; heavy traffic subscribers; statistical characteristics
  Class Codes: B6210D (Telephony)

 11/5/18   (Item 18 from file: 2)
DIALOG(R)File   2:INSPEC
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00552326   INSPEC Abstract Number: B73032908
  Title: **Observations on the** behaviour **of the heavy traffic** telephone

subscriber **faced with an unsuccessful** call **attempt**
   Author(s): Pellieux, G.
   Journal: Commutation et Electronique   no.42   p.20-34
   Publication Date: July 1973 Country of Publication: France
   CODEN: CELCAB ISSN: 0010-3926
   Language: French   Document Type: Journal Paper (JP)
   Treatment: Experimental (X)
   Abstract: Having described the observations made on about ten PBX
calling   subscribers connected to an exchange of the Parisian telephone
network, the author goes into the statistical characteristics of the
unsuccessful traffic and the behaviour of the subscriber faced with an
unsuccessful **call** attempt. A comparison is then made with the results of
a prior study dealing with subscribers of the same network having a single
line. (7 Refs)
   Subfile: B
   Descriptors: private telephone exchanges; telephone networks
   Identifiers: heavy traffic telephone subscriber; PBX **calling** subscriber
; Parisian telephone network; statistical characteristics; unsuccessful
traffic; single line
   Class Codes: B6210D (Telephony)

   11/5/19   (Item 19 from file: 2)
DIALOG(R)File   2:INSPEC
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00322998   INSPEC Abstract Number: B71037757, C71023561
   Title: **The reaction of subscribers on the failure of** call **attempts**
   Author(s): Evers, R.
   Author Affiliation: Heinrich-Hertz-Inst., Berlin, West Germany
   Conference Title: Proceedings of the 5th international symposium on human
factors in telecommunications   p.10 pp.
   Publisher: Post Office Res. Development, London, UK
   Publication Date: 1970 Country of Publication: UK   298 pp.
   Conference Sponsor: British Post Office; TEMA; British Telecommunications
Engng. and Manufacturing Assoc
   Conference Date: 21-25 Sept. 1971   Conference Location: London, UK
   Language: English   Document Type: Conference Paper (PA)
   Treatment: Practical (P)
   Abstract: In this paper the preliminary results of a measurement are
given which treats the reaction of subscribers in a p.a.b.x. on the failure
of **call** attempts. Reasons for the failure of **call** attempts are line
busy, subscriber busy, subscriber errors, no answer of the **called**
 subscriber , and defects of the **telephone** system. This measurement of
 subscriber   **behaviour**   has to answer three questions: (1) which is the
reason of the failure, (2) does the subscriber repeat the **call** attempt,
(3) how long is the interval between the unsuccessful attempt and the next
repeat.
   Subfile: B C
   Descriptors: automatic telephone systems; human factors; private
telephone exchanges; telephony
   Identifiers: preliminary results; measurement; PABX subscribers reactions
; **call** attempt failures; reason for failure; **call** attempt repetition;
interval between attempts
   Class Codes: B6230 (Switching centres and equipment); C1270 (
Man-machine systems); C3370C (Telephony)

   11/5/20   (Item 1 from file: 35)
DIALOG(R)File   35:Dissertation Abs Online

Bode Akintola 13-Mar-03

01091369   ORDER NO: AAD90-06291
MODELING THE EFFECTS OF HOUSEHOLD CHARACTERISTICS ON TELEPHONE USAGE AND CLASS OF SERVICE CHOICE
   Author: COX, ALAN JAMES
   Degree: PH.D.
   Year: 1989
   Corporate Source/Institution: UNIVERSITY OF CALIFORNIA, BERKELEY (0028)
   CHAIR: ROLAND ARTLE
   Source: VOLUME 50/10-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
             PAGE 3311.   295 PAGES
   Descriptors: ECONOMICS, COMMERCE-BUSINESS
   Descriptor Codes: 0505

        The payment of a flat monthly fee for unlimited local **calling** is the predominant type of residential telephone service in the United States. However, local telephone companies are facing regulatory and competitive pressures that could be partly relieved by adjustments in the telephone rate structure. Economic and regulatory efficiency may be improved with measured service under which monthly fees are lower but a charge is made for each local **call** .
        The impact of any adjustments in the rate structure will depend upon the distribution of tastes and of demographic determinants to telephone usage. However, there is little empirical work on telephoning behavior on a household level that would indicate the distribution of tastes, would allow the design of optimal two-part tariffs and would describe the impact of rate structure changes on particular segments of society.
        But such non-linear tarriffs pose difficulties in undertaking demand analysis. Any analysis of the demand for telephone service must take account of the non-convexities and non-linearities in the budget set. These non-conventional aspects of telephone demand are explicitly modeled in this paper. In contrast to previous econometric-based research in this area, this work develops a classical model of preference maximization following Burtless and Hauseman (1978). In addition, it incorporates risk averse **behavior** to explain the large number of **telephone subscribers** who appear to make class of service choice decisions that are not cost-minimizing.
        The basis of the model of class of service choice and telephone usage decisions is a direct utility function derived from observations on **calling** behavior. Since there is no closed-form demand function that is derivable from the utility function, demand is solved for by numerical methods. The parameters of the utility function are estimated using a newly proposed technique, simulated method of moments.
        The study is based on a new data base of over ten thousand households with telephones. The variables measured include service options, detailed usage data and demographic information. The rates offered by the telephone company that services these customers includes flat rate and several non-linear rate plans.

   11/5/21   (Item 1 from file: 65)
DIALOG(R)File 65:Inside Conferences

01395814   INSIDE CONFERENCE ITEM ID: CN013848212
Observed Long-Term Changes in Customer   **Calling**   Patterns **in a**
Telephone **Application using Automatic Speech Recognition**
   Ortel, W. C. G.
   CONFERENCE: EUROSPEECH '95-European conference on speech communication

and technology; 4th
EUROSPEECH -PROCEEDINGS-, 1995; VOL 1 P: 269-272
The Association, 1995
ISSN: 1018-4074
LANGUAGE: English DOCUMENT TYPE: Conference Preprinted extended
abstracts and programme
    CONFERENCE EDITOR(S): Pardo, J. M.
    CONFERENCE SPONSOR: European Speech Communication Association
    CONFERENCE LOCATION: Madrid
    CONFERENCE DATE: Sep 1995 (19950) (19950)

    BRITISH LIBRARY ITEM LOCATION: 3830.430500
    DESCRIPTORS: Eurospeech; speech communication; speech technology

    11/5/22   (Item 1 from file: 233)
DIALOG(R)File 233:Internet & Personal Comp. Abs.
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00546397   99EN09-302
    Cisco purchase of Webline enhances collaborative powers
    Electronic Commerce News , September 27, 1999 , v4 n39 p3, 1 Page(s)
    ISSN: 1086-2870
    Company Name: Cisco Systems
    Languages: English
    Document Type: Articles, News & Columns
    Geographic Location: United States
    Reports on the acquisition of WebLine Communications for $325 million in
common stock by Cisco Systems. Indicates that WebLine provides simultaneous
Web and telephony customer collaboration and has customers such as eToys,
Fidelity Investments, and Land's End. Notes that in June, Cisco completed
its acquisition of GeoTel which makes a software that **profiles   customers**
 based on the **phone**   number and company they dial from and routes them
through the **call**   center accordingly. Cites Chad Rider, analyst at
Patricia Seybold Group, ``if you're going to deal with people in this new
arena and use the Internet channel, you have to have a strategy that
matches the way people want it to work. Someone who is a Web shopper is
there (at your site) because they like the information. You can not route
them to someone whose job is to close (a sale) on the special modem of the
day. They'll be out of there.'' (sps)
    Descriptors: Mergers/Acquisitions;   Customer Support; Web Tools;
  Telecommunications; Internet
    Identifiers: Cisco Systems

    11/5/23   (Item 1 from file: 474)
DIALOG(R)File 474:New York Times Abs
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07709844   NYT Sequence Number: 265535990830
DIGITAL COMMERCE
Caruso, Denise
New York Times, Col. 4, Pg. 5, Sec. C
Monday August 30 1999
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:
    Denise Caruso Digital Commerce column deplores monitoring and
collecting, using and selling of personal data about users of data
networks; notes strong consumer preference for privacy; scores Federal

appeals court ruling that **phone** companies can scrutinize **customers** '
records, **calling** **patterns** and other personal data to market new
services to them without getting customers' explicit approval; drawing (M)

SPECIAL FEATURES: Drawing
DESCRIPTORS: Computers and the Internet; Privacy; Consumer Protection;
  Telephones and Telecommunications
PERSONAL NAMES: Caruso, Denise

  11/5/24   (Item 2 from file: 474)
DIALOG(R)File 474:New York Times Abs
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07629850   NYT Sequence Number: 269760980809
ANNOYING CELL PHONES
Binder, Diana
New York Times, Col. 4, Pg. 18, Sec. 4
Sunday August 9 1998
DOCUMENT TYPE: Newspaper; Letter JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:
    Diana Binder letter on crude **behavior** of **people** making loud cell
phone **calls** about dinner plans during visit to Museum of Jewish History
in New York City (S)

COMPANY NAMES: Museum of Jewish Heritage (NYC)
DESCRIPTORS: Telephones and Telecommunications; Cellular Telephones
PERSONAL NAMES: Binder, Diana
GEOGRAPHIC NAMES: New York City

  11/5/25   (Item 3 from file: 474)
DIALOG(R)File 474:New York Times Abs
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06521797   NYT Sequence Number: 099228930412
ADIRONDACK HAMLET DEFIES TIME, AND HELP
HENNEBERGER, MELINDA
New York Times, Col. 2, Pg. 1, Sec. A
Monday April 12 1993
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:
    Small mountain ridge in foothills of Adirondacks is home to several
hundred descendants of two farming families that settled there in early
19th century; they continue to make their living as woodsmen and trappers;
few apply for social services, and authorities rarely intervene in their
lives; they live in dirt-floor shacks or dilapidated trailers; indoor
plumbing was first installed six years ago and many **people** still do not
have **telephones** ; despite their **history** of hardship, few residents of
the Hollow, as it is **called** , show any desire to move anywhere else; 1973
documentary film **called** 'The Hollow' focused attention on inadequate
health care and substandard housing, but residents thwarted efforts of
social workers from various agencies to help them; Hollow is 35 miles north
of Saratoga Springs, NY, and is in town of Day; photos; map (M)
SPECIAL FEATURES: Photo; Map
DESCRIPTORS: RURAL AREAS; ECONOMIC CONDITIONS AND TRENDS; SOCIAL

CONDITIONS AND TRENDS
PERSONAL NAMES: HENNEBERGER, MELINDA
GEOGRAPHIC NAMES: ADIRONDACK MOUNTAINS; DAY (NY)

11/5/26   (Item 4 from file: 474)
DIALOG(R)File 474:New York Times Abs
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05546090   NYT Sequence Number: 216018890611
A ROARING MARKET IN CAPTIVE CALLERS
WEISS, MICHAEL J
New York Times, Col. 1, Pg. 27, Sec. 6
Sunday June 11 1989
DOCUMENT TYPE: Newspaper; Special Sections   JOURNAL CODE: NYT
LANGUAGE: English   RECORD TYPE: Abstract

ABSTRACT:
     Profile of National Telephone Services, pioneer in lucrative
alternative operator services business; business, which serves some
heavily-used pay phones at premium rates, is attracting wrath of consumer
groups and faces threat of Congressional curbs and competition from
entrenched telecommunications giants; photos; drawings; diagram (special
section, The Business World) (part 2 of 2-part section) (L)

SPECIAL FEATURES: Drawing; Diagram; Photo
COMPANY NAMES: NATIONAL TELEPHONE SERVICES INC
DESCRIPTORS: **TELEPHONES** ; RATES; **CONSUMER** PROTECTION; COMPANY AND
   ORGANIZATION **PROFILES**
PERSONAL NAMES: WEISS, MICHAEL J
GEOGRAPHIC NAMES: UNITED STATES

11/5/27   (Item 5 from file: 474)
DIALOG(R)File 474:New York Times Abs
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05541853   NYT Sequence Number: 224572890612
 CALLING **COLLECT? A COMPUTER IS AT YOUR SERVICE**
SIMS, CALVIN
New York Times, Col. 2, Pg. 1, Sec. 1
Monday June 12 1989
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:
     Regional and local telephone companies are beginning to offer customers
electronic operator system that can handle collect **calls** and **calls**
billed to third party; companies see cost savings but unions fear layoffs
and decline in quality of service; AT&T, MCI and Sprint say they have no
plans for such a system nationwide because consumers prefer human voices;
graph showing decline in number of operators with advancing technology (M)

SPECIAL FEATURES: Graph
COMPANY NAMES: AMERICAN TELEPHONE & TELEGRAPH CO INC (AT&T); MCI
   TELECOMMUNICATIONS INC
DESCRIPTORS: **TELEPHONES** ; NEW MODELS, DESIGN AND PRODUCTS; **CONSUMER**
   BEHAVIOR ; DATA PROCESSING (COMPUTERS); RATES; LAYOFFS (LABOR); LABOR
PERSONAL NAMES: SIMS, CALVIN

11/5/28   (Item 6 from file: 474)
DIALOG(R)File 474:New York Times Abs
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01179775   NYT Sequence Number: 065456821114
AT&T states that more than 500,000 calls have been logged to telephone
   number that lets people worldwide hear conversations between space
   shuttle Columbia and Mission Control (S).)
United Press International
New York Times, Col. 6, Pg. 38, Sec. 1
Sunday November 14 1982
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

COMPANY NAMES: AMERICAN TELEPHONE & TELEGRAPH CO INC (AT&T); AERONAUTICS
   AND SPACE ADMINISTRATION, NATIONAL (NASA)
DESCRIPTORS: COLUMBIA (SPACE SHUTTLE); ASTRONAUTICS; COMMUNICATIONS;
   TELEPHONES ; ASTRONAUTS; SPACE SHUTTLE; **CONSUMER   BEHAVIOR**

 11/5/29   (Item 7 from file: 474)
DIALOG(R)File 474:New York Times Abs
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01107563   NYT Sequence Number: 056707811118
Reitter Wilkins & Associates pres Robert Reitter has begun offering
   consumer auditing service for cosmetics industry. Uses telephone calls
   to consumers to determine what brands, products and package sizes of
   cosmetics they have bought. Study began Oct 8 '81, and first client is
   Avon (S).)
DOUGHERTY, PHILIP H
New York Times, Col. 4, Pg. 19, Sec. 4
Wednesday November 18 1981
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

COMPANY NAMES: REITTER WILKINS & ASSOCIATES; AVON PRODUCTS INC
DESCRIPTORS: ADVERTISING (TIMES COLUMN); MARKET RESEARCH; **TELEPHONES** ;
   CONSUMER BEHAVIOR ; **TOILETRI** ES AND COSMETICS; NEW MODELS, DESIGN AND
   PRODUCTS; MARKETING AND MERCHANDISING; RESEARCH
PERSONAL NAMES: DOUGHERTY, PHILIP H; REITTER, ROBERT N

 11/5/30   (Item 8 from file: 474)
DIALOG(R)File 474:New York Times Abs
(c) 2003 The New York Times. All rts. reserv.

00894055   NYT Sequence Number: 079807780106
NY Telephone Co initiates new billing practice for business telephone
   calls under which local calls **exceeding 5 minutes will be billed**
   according to length. Public Service Comm approved practice on Jan 5 as
   part of overall rate schedule. Some local companies contend NY Telephone
   did not make effort to inform them of pending change. New practice is
   optional for residential customers. NY Telephone maintains purpose of
   change is to bill customers more accurately, not to increase corp
   revenues. Table of new rate scheduled, photo illus (S).)
KLEINFIELD, N R
New York Times, Col. 2, Pg. 1, Sec. 4
Friday January 6 1978

DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

SPECIAL FEATURES: Photo; Table
COMPANY NAMES: NEW YORK TELEPHONE CO; PUBLIC SERVICE COMMISSION (NYS)
DESCRIPTORS: BUSINESS COMMUNITY; **CONSUMER BEHAVIOR** ; FINANCES; RATES;
   TELEPHONES
PERSONAL NAMES: KLEINFIELD, N R
GEOGRAPHIC NAMES: NEW YORK STATE

 11/5/31   (Item 9 from file: 474)
DIALOG(R)File 474:New York Times Abs
(c) 2003 The New York Times. All rts. reserv.

00525377   NYT Sequence Number: 092407740205
NY Telephone Co on Feb 4 proposes new system for charging for calls **in**
   NYC met area that would do away with message units. Under proposal each
   call **would be charged for on basis of distance to destination, how long**
   call **took and time of day. Proposal was submitted to NYS PSC in line**
   with ongoing study into cost of service and search for more up-to-date
   patterns **for charging** customers . Phone **co's gen rate engineer John K**
   Hopley and John C Ringen, witness who has appeared at number of hearings,
   comment.)
GOLD, GERALD
New York Times, Col. 1, Pg. 41
Tuesday February 5 1974
DOCUMENT TYPE: Newspaper JOURNAL CODE: NYT LANGUAGE: English
RECORD TYPE: Abstract

COMPANY NAMES: NEW YORK TELEPHONE CO
DESCRIPTORS: RATES; TELEPHONES
PERSONAL NAMES: GOLD, GERALD; HOPLEY, JOHN K; RINGEN, JOHN C

 11/5/32   (Item 1 from file: 475)
DIALOG(R)File 475:Wall Street Journal Abs
(c) 2003 The New York Times. All rts. reserv.

06778971
PILLSBURY'S TELEPHONES RING WITH PEEVES, PRAISE
Wall Street Journal, Col. 3, Pg. 1, Sec. B
Wednesday April 20 1994
DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:
    Profile of Pillsbury Co's 1-800 telephone operation which handles 2000
calls a day from consumers with problems with a product or questions on
how to prepare some of the products; notes department is staffed by mostly
women with college degrees and backgrounds in home economics (M)

COMPANY NAMES: PILLSBURY CO
DESCRIPTORS: **TELEPHONES** AND TELECOMMUNICATIONS; MARKETING AND
   MERCHANDISING; **CONSUMER BEHAVIOR**

 11/5/33   (Item 2 from file: 475)
DIALOG(R)File 475:Wall Street Journal Abs
(c) 2003 The New York Times. All rts. reserv.

06778970
DO CALL US': MORE COMPANIES INSTALL 1-800 PHONE LINES
Wall Street Journal, Col. 3, Pg. 1, Sec. B
Wednesday April 20 1994
DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:
     Article notes that more than 66% of manufacturers offer 1-800 telephone
numbers up 40% from a decade ago to handle consumer concerns and problems;
points out survey of consumers found that 86% believe an 800 phone number
on packages connotes quality; chart (M)

SPECIAL FEATURES: Chart
DESCRIPTORS: **TELEPHONES** AND TELECOMMUNICATIONS; MARKETING AND
   MERCHANDISING; **CONSUMER BEHAVIOR** ; PUBLIC OPINION; CORPORATIONS
PERSONAL NAMES: GIBSON, RICHARD

 11/5/34   (Item 3 from file: 475)
DIALOG(R)File 475:Wall Street Journal Abs
(c) 2003 The New York Times. All rts. reserv.

06774016
CELLULAR-PHONE RATES SPARK STATIC FROM USERS
Wall Street Journal, Col. 3, Pg. 1, Sec. B
Thursday May 5 1994
DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:
     Growing displeasure among cellular-phone owners over the high charges
examined; upset over 60 cents a minute charges for local **calls** some
owners are cutting back use or switching to beepers; drawing and chart (M)

SPECIAL FEATURES: Chart; Drawing
DESCRIPTORS: CELLULAR **TELEPHONES** ; RATES; **CONSUMER BEHAVIOR** ;
   TELEPHONES AND TELECOMMUNICATIONS

 11/5/35   (Item 4 from file: 475)
DIALOG(R)File 475:Wall Street Journal Abs
(c) 2003 The New York Times. All rts. reserv.

06765042
MCI SEES RIVALS AS TRYING TO FOIL LOCAL COMPETITION
Wall Street Journal, Col. 3, Pg. 6, Sec. B
Tuesday August 16 1994
DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English
RECORD TYPE: Abstract

ABSTRACT:
     MCI Communications Corp says it has issued a statement accusing
Ameritech Corp and GTE Corp of foiling competition in Wisconsin by trying
to kill state proposals aimed at making it easier for phone customers to
use long distance companies for in state **calling** (M)

COMPANY NAMES: MCI COMMUNICATIONS CORP; AMERITECH CORP; GTE CORP
DESCRIPTORS: MARKET SHARE; MARKET SEGMENT; **TELEPHONES** AND

TELECOMMUNICATIONS; **CONSUMER   BEHAVIOR**
GEOGRAPHIC NAMES: WISCONSIN

  11/5/36   (Item 5 from file: 475)
DIALOG(R)File 475:Wall Street Journal Abs

06290614
 CALLERS **PUSH BUTTONS FOR WHAT THEY NEED**
Wall Street Journal, Col. 1, Pg. 5, Sec. B
Monday December 28 1992
DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English
 RECORD TYPE: Abstract

ABSTRACT:
    Article discusses growing popularity of interactive telephone or
automated voice response but says people are still reluctant to make big
commitments without talking to humans (M)

DESCRIPTORS: **TELEPHONES ;   CONSUMER BEHAVIOR ;   COMMUNIC** ATIONS AND
   TELECOMMUNICATIONS

  11/5/37   (Item 6 from file: 475)
DIALOG(R)File 475:Wall Street Journal Abs

04503160
Eileen White article contends that increasing number of telephone callers
   , hostile to higher phone bills and new procedures since AT&T breakup,
   are taking out their frustrations on telephone operators (M))
WHITE, EILEEN
Wall Street Journal, Col. 4, Pg. 1, Sec. 1
Thursday March 14 1985
DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English
RECORD TYPE: Abstract

COMPANY NAMES: AMERICAN TELEPHONE & TELEGRAPH CO INC (AT&T)
DESCRIPTORS: **TELEPHONES ;   CONSUMER BEHAVIOR**
PERSONAL NAMES: WHITE, EILEEN

  11/5/38   (Item 7 from file: 475)
DIALOG(R)File 475:Wall Street Journal Abs

01150040   NYT Sequence Number: 000768810407
Interconnect Telephone of Canada Ltd plans to market Tele-Tune, device that
   replaces telephone bell with any of eight tunes when caller 's signal
   arrives, beginning in July. Predicts device, containing tiny
   interchangeable electronic chips that will be sold like record albums,
   will be purchased by 34% of Canadian and US households (S).)
CHACE, SUSAN
Wall Street Journal, Col. 1, Pg. 37
Tuesday April 7 1981
DOCUMENT TYPE: Newspaper JOURNAL CODE: WSJ LANGUAGE: English
RECORD TYPE: Abstract

COMPANY NAMES: INTERCONNECT TELEPHONE OF CANADA LTD

DESCRIPTORS: BELLS AND CARILLONS; ELECTRONICS; NEW MODELS, DESIGN AND
  PRODUCTS; MUSIC; **CONSUMER   BEHAVIOR** ; FORECASTS; MARKETING AND
  MERCHANDISING; **TELEPHONES**
PERSONAL NAMES: CHACE, SUSAN
GEOGRAPHIC NAMES: CANADA; UNITED STATES

 11/5/39   (Item 8 from file: 475)
DIALOG(R)File 475:Wall Street Journal Abs
(c) 2003 The New York Times. All rts. reserv.

01103347 ·NYT Sequence Number: 002577780622
Long distance phone calls **total 16.6 Million** calls **in US during average
  24-hour business day, up from 14.7 Million in '77. Average cost to a
  caller is about $2.41, compared with $2.35. AT&T attributes sharp
  increases to gains in personal income and employment (S).)**
Wall Street Journal, Col. 5, Pg. 1
Thursday June 22 1978
DOCUMENT TYPE: Newspaper; Statistics JOURNAL CODE: WSJ LANGUAGE:
English RECORD TYPE: Abstract

COMPANY NAMES: AMERICAN TELEPHONE & TELEGRAPH CO INC (AT&T)
DESCRIPTORS: **CONSUMER   BEHAVIOR** ; RATES; STATISTICS; **TELEPHONES**

 11/5/40   (Item 1 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09076070
TeleTech launches **call** centre
  SINGAPORE: NEW **CALL** CENTRE FOR TELETECH
The Straits Times (XBB)   17 Mar 1999 p.62
Language: ENGLISH

US **call** centre giant TeleTech has opened a **call** centre in ·Tampines,
Singapore. The new centre will have 50 operators and it will be the Asian
hub for the company's **call** centre operations. TeleTech has so far
invested US$ 2 mn into the new facility and it intends to invest between
US$ 10 mn and US$ 40 mn over the next few years in Singapore, which
currently has about 90 third-party **call** centres. Meanwhile, the company
has clinched a three-year contract from Singapore Airlines (SIA) for its
new "KrisFlyer" frequent flier programme. The deal requires TeleTech staff
to perform functions such as **customer   profile** changes, programme
enrolments, **telephone** statement inquiries and even issuance of tickets.

COMPANY: SIA; SINGAPORE AIRLINES; TELETECH

PRODUCT: Passenger Air Transport (4501); Scheduled Airlines (4510);
EVENT: Capital Expenditure (43); Plant & Equipment Sales (66); Marketing
    Procedures (24); Plant/Facilities/Equipment (44);
·COUNTRY: Singapore (9SIN); United States (1USA);

 11/5/41   (Item 2 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

09012751
Ericssonin uusi puhelin muistuttaa edeltUjiU

                    Bode Akintola 13-Mar-03

WORLD: SMALLEST EVER NMT 450 PHONE BY NOKIA
Kauppalehti (XFD)   03 Nov 1998 p.13
Language: FINNISH

Finland's Nokia will introduce the world's smallest NMT 450 mobile phone in
early 1999. The phone has an built-in FM radio. Additionally, the new phone
has qualities familiar from the Nokia 6100 series, such as **caller** group
and **user** **profiler** functions, calendar, calculator and games. The **phone**
weighs 170 grams, or 190 grams if using the Li-ion power battery.

COMPANY: NOKIA

PRODUCT: Cellular Radio Equipment (3662CE);
EVENT: Product Design & Development (33);
COUNTRY: General Worldwide (0W); Finland (5FIN);

11/5/42   (Item 3 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

06585032
GSM phone has profile settings
  HONG KONG: NOKIA RELEASES GSM PHONE
Telecom Sources (XED)   Jan 1998 P.82
Language: ENGLISH

Hong Kong's Nokia Mobile Phones (HK) Ltd has introduced the Nokia 6110 GSM
phone, which merges profile settings with advanced features and made to
satisfy **users** ' needs. The **phone** provides special **profile** settings -
pager, outdoor, meeting, general and silent. When combined with priority
grouping, it allows users to choose the **calls** they wish to put through.
It provides 60-270 hours of standby time with a slim Li-ion battery and
100-450 hours of standby time with an extended Li-ion battery. Other
functions include enhanced full rate and advanced leak tolerant speaker, a
selection of languages, SMS, dynamic font size and jumbo font mode,
infra-red connector, realtime clock, and supports full data connectivity
like sending and receiving faxes, files and e-mails on a PC using the Nokia
Data Suite version 1.2.

COMPANY: NOKIA MOBILE PHONES (HK)
PRODUCT: Cellular Radio Equipment (3662CE);
EVENT: Product Design & Development (33);
COUNTRY: Hong Kong (9HON);

11/5/43   (Item 4 from file: 583)
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

06563925
Digitel plans $1-M database
  PHILIPPINES: DIGITEL TO BUILD DATABASE FACILITY
Manila Bulletin (XAZ)   22 Dec 1997 ·B.1
Language: ENGLISH

A dataware housing facility will be set up in the Philippines by Digitel
Telecommunications Philippines Inc (Digitel). Costing an estimated US$ 1
mn, the facility will be established by computer company NCR. According to
Digitel senior vice president Eric Severino, the facility will enable
Digitel to improve the company's network efficiency allowing improved

customer **call** **pattern** analysis and reduce **telephone** fraud.

COMPANY: NCR; DIGITEL; DIGITEL TELECOMMUNICATIONS PHILIPPINES

PRODUCT: Computer Software (7372); Database Management Software (7372DB);
EVENT: Capital Expenditure (43);
COUNTRY: Philippines (9PHI);

11/5/44   **(Item 5 from file: 583)**
DIALOG(R)File 583:Gale Group Globalbase(TM)
(c) 2002 The Gale Group. All rts. reserv.

06445778
Satellite system goes to the market by taxi
  UK: AIM FLOAT PLANNED BY COMPUTER CAB
Manchester Evening News (MEN)   18 Mar 1997 p. B5
Language: ENGLISH

Licensed Taxi Drivers' Association (LTDA) unit, Computer Cab aims to raise
GBt 3.3mn via an Alternative Investment Market (AIM) flotation valuing the
UK taxi company at GBt 8.25mn. Computer Cab's move stems from a need to
eradicate debts accumulated following the installation of a GBt 7.8mn
system designed to offer a faster service to customers. Computer Cab, which
is offering 40% of its shares, has developed Mobistar, a sophisticated
satellite system which tracks taxis automatically and ensures that drivers
refrain from unfair **behaviour** when responding to a **customer** **calling**
 by **phone** .

COMPANY: COMPUTER CAB; LICENSED TAXI DRIVERS' ASSN

PRODUCT: Taxi Services (4120); Transportation (4000); Telecommunications
    Equipment (3661); Mobile Communications Equipment (3662MB);
EVENT: General Management Services (26); Company Financial Data (80);
    Planning & Information (22); Capital Expenditure (43);
COUNTRY: United Kingdom (4UK);

11/5/45   **(Item 1 from file: 256)**
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00088852   DOCUMENT TYPE: Review

PRODUCT NAMES: Telecommunications (830210)

TITLE: The Customer for Computer Telephony
AUTHOR: Jordan, Peter
SOURCE: VARBusiness,   v12 n1 p7A(2) Jan 1996
ISSN: 0894-5802
HOMEPAGE: http://www.varbiz.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Companies with large **call** centers running mainframes and proprietary
links to private branch exchange (PBX) switches were the first computer
telephony integration (CTI) users. However, today's products are less
expensive, an incentive that opens up CTI use to a much wider market. Only
9.3 percent of respondents in a recent business say they have implemented

CTI, but a whopping 80 percent say CTI faxing is useful; 75 percent say integrated messaging or PC-based functions for access to phone, voice-mail, and fax messages sound promising. Network managers look to improve **customer** service by automatic faxing after **phone** conversations, instant screen pops of **customer** **history** for incoming **calls** , and information collection while a customer is on hold. A VAR interviewed says there will be many small CTI markets rather than one grand one. Several experts discuss possibilities.

COMPANY NAME: Vendor Independent   (999999)
SPECIAL FEATURE: Charts
DESCRIPTORS: Customer Service; Fax Software; Office Automation;
     Telecommunications; Voice Mail
REVISION DATE: 19980530

11/5/46   (Item 2 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00086689   DOCUMENT TYPE: Review

PRODUCT NAMES: Internet (833029); CompuServe (493023)

TITLE: Finding People Online
AUTHOR: Crowe, Elizabeth P
SOURCE: Computer Currents,   v13 n14 p108(2) Dec 1, 1995
ISSN: 8756-0046

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Tracking down old friends online is getting easier. Several services and shareware software products can be used to find people over the Internet. The DejaNews home page has a utility that searches Usenet newsgroup messages to find individuals and their e-mail addresses. A shareware tool **called** InterSnoop combines several Internet utilities, including Whois, Finger, and Ph, all of which query computers in different ways. Whois queries a database of information about **people** on a certain system, Ph queries **phone** databases, and Finger looks for a **member** **profile** on a remote system. CompuServe users can use CompuTrace, a database of information on over 100 million living and dead United States citizens.

COMPANY NAME: Vendor Independent   (999999); CompuServe Interactive
     Services (016969)
DESCRIPTORS: Address Books; BBS (Bulletin Board Systems); Conferencing;
     Information Retrieval; Internet
REVISION DATE: 20021024

```
Set      Items     Description
S1          85     AU=(HSU M? OR HSU, M?)
S2      836648     CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUSTOMER? -
                   OR CLIENT? OR MERCHANT? OR DEALER? OR VENDOR? ? OR PROVIDER? -
                   OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? OR PEOPLE? OR PERS-
                   ON? ?
S3      285785     PROFIL? OR HISTORY? OR BEHAVIOR? OR BEHAVIOUR?
S4      111819     TELEPHONE? OR PHONE? OR CELLPHONE?
S5      353582     CALL???
S6      479634     STORE? ? OR STORING? OR RECORD? OR ARCHIV?
S7      596852     DATA? ? OR INFO OR INFORMATION
S8         470     S4(3N)S3(3N)S2
S9      174696     S6(5N)(S7 OR S5)
S10         66     S8(10N)S9
S11        127     S8(10N)S5
S12         44     S11(10N)S6
S13         76     S12 OR S10
S14         64     S13 AND IC=(G06F? OR H04Q? OR H04M?)
? show files
File 348:EUROPEAN PATENTS 1978-2003/Mar W01
         (c) 2003 European Patent Office
File 349:PCT FULLTEXT 1979-2002/UB=20030306,UT=20030227
         (c) 2003 WIPO/Univentio
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01254375
Dynamic ad targeting by an internet server
Dynamische Zielrichtung von Werbung durch einen Interner-Server
Ciblage automatique de publicites par un serveur Internet
PATENT ASSIGNEE:
  Netzero, Inc., (2978920), 2555 Townsgare Road, Westlake Village,
    California 91361, (US), (Applicant designated States: all)
INVENTOR:
  Haitsuka, Stacy, Oak Park, California, (US)
  Zebian, Marwan, Agoura Hills, California, (US)
  Mackennie, Harold, Los Angeles, California, (US)
  Burr, Ronald, Agoura Hills, California, (US)
  Warren, Terry, Santa Ana, California, (US)
LEGAL REPRESENTATIVE:
  Wombwell, Francis (46021), Potts, Kerr & Co. 15, Hamilton Square,
    Birkenhead Merseyside CH41 6BR, (GB)
PATENT (CC, No, Kind, Date): EP 1083504 A2 010314 (Basic)
                              EP 1083504 A3 030102
APPLICATION (CC, No, Date):   EP 2000301832 000306;
PRIORITY (CC, No, Date): US 393391 990909; US 419480 991015
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
  LU; MC; NL; PT; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **G06F-017/60**
ABSTRACT WORD COUNT: 98
NOTE:
  Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
     CLAIMS A   (English)   200111   2982
     SPEC A   (English)   200111   7910
Total word count - document A   10892
Total word count - document B   0
Total word count - documents A + B   10892

INTERNATIONAL PATENT CLASS: **G06F-017/60**

...SPECIFICATION preferably is sent from the client application 110 to the
  OSP server 130, which then **stores** the geographic **data** in the **data**
  store 140d. This geographic **data** can be something simple, like a
  phone number. The **user** preferably provides **personal** **profile**
  information on a periodic basis which is **stored** in the **data** **store**
  140g and used by the OSP server 130. This information consists of (but is
  not...

01230796
Independent internet client object with ad display capabilities
Unabhangiges Internet-Client-Objekt mit der Fahigkeit Werbung anzuzeigen
Objet client independant sur l'Internet avec capacite d'affichage d'une

annonce
PATENT ASSIGNEE:
  Netzero, Inc., (2978920), 2555 Townsgare Road, Westlake Village,
    California 91361, (US), (Applicant designated States: all)
INVENTOR:
  Haitsuka, Stacy, 458 Belcaroy Way, Oak Park,CA 91362, (US)
  Zebian, Marwan, 5737 Kanan Road, no. 323, Agoura, CA 91301, (US)
  Mackenzie, Harold, 5727 Briarcliff Road, Los Angeles, CA 90068, (US)
  Burr, Ronald, 1052 Country Valley Road, Westlake Village, CA 91362, (US)
  Warren, Terry, 12293 Alta Panorama, Santa Ana, CA 92705, (US)
  Blaser, Shane, 13502 Andalusia Drive, Camarillo, CA 93012, (US)
LEGAL REPRESENTATIVE:
  Wombwell, Francis et al (46022), Potts, Kerr & Co. 15, Hamilton Square,
    Birkenhead Merseyside CH41 6BR, (GB)
PATENT (CC, No, Kind, Date): EP 1067470 A2 010110 (Basic)
                              EP 1067470 A3 020508
APPLICATION (CC, No, Date):   EP 2000301827 000306;
PRIORITY (CC, No, Date): US 348411 990707
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
  LU; MC; NL; PT; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **G06F-017/60**
ABSTRACT WORD COUNT: 202
NOTE:
  Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language   Update   Word Count
     CLAIMS A (English)   200102   3536
     SPEC A   (English)   200102   7096
Total word count - document A   10632
Total word count - document B   0
Total word count - documents A + B   10632

INTERNATIONAL PATENT CLASS: **G06F-017/60**

...SPECIFICATION preferably is sent from the client application 110 to the
  OSP server 130, which then **stores** the geographic **data** in the **data**
  store 140d. This geographic **data** can be something simple, like a
  phone number. The **user** preferably provides **personal** **profile**
  information on a periodic basis which is **stored** in the **data** **store**
  140g and used by the OSP server 130. This information consists of (but is
  not...

 14/3,K/3   (Item 3 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
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01136685
Distributed office system and management method thereof
System fur verteilte Buros und dafur geigentes Verwaltungsverfahren
Systeme de bureaux distribues et methode de gestion associee
PATENT ASSIGNEE:
  CANON KABUSHIKI KAISHA, (542361), 30-2, 3-chome, Shimomaruko, Ohta-ku,
    Tokyo, (JP), (Applicant designated States: all)
INVENTOR:
  Sakakibara, Ken, Canon Kabushiki Kaisha, 30-2, Shimomaruko 3-chome,
    Ohta-ku, Tokyo, (JP)

Kimura, Toshihiro, Canon Kabushiki Kaisha, 30-2, Shimomaruko 3-chome,
    Ohta-ku, Tokyo, (JP)
Tadokoro, Yoshihisa, Canon Kabushiki Kaisha, 30-2, Shimomaruko 3-chome,
    Ohta-ku, Tokyo, (JP)
Kato, Masami, Canon Kabushiki Kaisha, 30-2, Shimomaruko 3-chome, Ohta-ku,
    Tokyo, (JP)
LEGAL REPRESENTATIVE:
  Beresford, Keith Denis Lewis et al (28273), BERESFORD & Co. High Holborn
    2-5 Warwick Court, London WC1R 5DJ, (GB)
PATENT (CC, No, Kind, Date):   EP 992926   A2   000412 (Basic)
                               EP 992926   A3   010829
APPLICATION (CC, No, Date):   EP 99307863 991006;
PRIORITY (CC, No, Date): JP 98297606 981006; JP 99283885 991005
DESIGNATED STATES: DE; FR; GB
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **G06F-017/60**
ABSTRACT WORD COUNT: 141
NOTE:
  Figure number on first page: 7

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
      CLAIMS A   (English)   200015   3215
      SPEC A   (English)   200015   10295
Total word count - document A   13510
Total word count - document B   0
Total word count - documents A + B   13510

INTERNATIONAL PATENT CLASS: **G06F-017/60**

...SPECIFICATION is performed between both workers via the CU 33 by the
  visitation operation or the **telephone** communication, it is **recorded**
  in the **personal   profile   information** 17-16 of the database part 53
  of the host server device 11 that the...

  14/3,K/4   (Item 4 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
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01124009
System and method for automated inteligent call processing
System und Verfahren zur automatisierten intelligenten Anruf-Weiterleitung
Systeme et procedee pour la transmission des appels automatiques et
    intelligente
PATENT ASSIGNEE:
  LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill,
    New Jersey 07974-0636, (US), (Applicant designated States: all)
INVENTOR:
  August, Katherine Grace, 25 Colonial Drive, Matawan, New Jersey 07747,
    (US)
  Sizer II, Theodore, 385 Branch Avenue, Little Silver, New Jersey 07739,
    (US)
LEGAL REPRESENTATIVE:
  Watts, Christopher Malcolm Kelway, Dr. et al (37391), Lucent Technologies
    (UK) Ltd, 5 Mornington Road, Woodford Green Essex, IG8 0TU, (GB)
PATENT (CC, No, Kind, Date):   EP 982954 A1 000301 (Basic)
APPLICATION (CC, No, Date):   EP 99306452 990817;
PRIORITY (CC, No, Date): US 141442 980827

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **H04Q-003/00**
ABSTRACT WORD COUNT: 136
NOTE:
   Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
      CLAIMS A   (English) 200009   833
      SPEC A   (English) 200009   3576
Total word count - document A   4409
Total word count - document B   0
Total word count - documents A + B   4409

INTERNATIONAL PATENT CLASS: **H04Q-003/00**

...SPECIFICATION encoded in signal 126. In accordance with the illustrative
   embodiment of FIG. 3, the transparent **information** is **stored** by
   telephone 175 in **information** **record** 335 of **consumer** **profile** 330
   which includes consumer specific information such as name, address, and
   credit card numbers. Illustratively...
...present embodiment of the invention, toll switch 350 and/or toll switch
   355 will access **consumer** **profile** 330 stored in **telephone** 175 and
   will use the **information** **stored** in consumer profile 330, e.g.,
   information record 335, to route the call to a...

 14/3,K/5   (Item 5 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

01119381
Multi-mode telecommunication device for channel selection
Multimode Telekommunikationsgerat zur Kanalauswahl
Dispositif de telecommunication multimode de selection d'un canal
PATENT ASSIGNEE:
   ROBERT BOSCH GMBH, (200050), Postfach 30 02 20, 70442 Stuttgart, (DE),
      (Applicant designated States: all)
INVENTOR:
   Koehne, Leif, Kornelparken 270, 9310 Vodskov, (DK)
   Kristensen, Oluf, Hebegaardsvej 16, 9440 Aabybro, Biersted, (DK)
PATENT (CC, No, Kind, Date):   EP 980190 A1   000216 (Basic)
APPLICATION (CC, No, Date):   EP 98115149 980812;
DESIGNATED STATES: DE; DK; FR; GB; IT; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **H04Q-007/38 ;   H04Q-007/32**
ABSTRACT WORD COUNT: 243
NOTE:
   Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
      CLAIMS A   (English) 200007   552
      SPEC A   (English) 200007   2659
Total word count - document A   3211
Total word count - document B   0
Total word count - documents A + B   3211

INTERNATIONAL PATENT CLASS: H04Q-007/38 ...

... H04Q-007/32

...SPECIFICATION stored in a so called ME Configuration Table or MECT or
apparatively in said first **storing** means 61.
Subscriber **information** 's **data** are also available for the mobile
phone 10. An internal table called **SUBSCRIBER** (underscore) **PROFILE**
holds all information on which modes of operation, frequency bands etc.
are available within the...

14/3,K/6 **(Item 6 from file: 348)**
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

01103752
**Method and apparatus for tracking call history for mobile and wireline
users accessing the network on different ports for subsequent calls**
**Verfahren und Vorrichtung zum Verfolgen der Anrufhistorie von mobilen und
drahtgebundenen Benutzern welche bei aufeinanderfolgenden Anrufen von
verschiedenen Anschlussen aus auf das Netzwerk zugreifen**
**Methode et appareil pour suivre l'historique des appels d'abonnes mobiles
et filaires qui accedent le reseau sur des ports differents pour des
appels consecutifs**
PATENT ASSIGNEE:
  LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill,
    New Jersey 07974-0636, (US), (Proprietor designated states: all)
INVENTOR:
  Thompson, Jane Ann, 679 Blackhawk Drive, Batavia, Illinois 60510, (US)
  Thompson, Robin Jeffrey, 679 Blackhawk Drive, Batavia, Illinois 60510,
    (US)
LEGAL REPRESENTATIVE:
  Buckley, Christopher Simon Thirsk et al (28912), Lucent Technologies (UK)
    Ltd, 5 Mornington Road, Woodford Green, Essex IG8 0TU, (GB)
PATENT (CC, No, Kind, Date): EP 967775 A2 991229 (Basic)
                              EP 967775 A3 000419
                              EP 967775 B1 030129
APPLICATION (CC, No, Date):   EP 99304671 990615;
PRIORITY (CC, No, Date): US 103021 980623
DESIGNATED STATES: DE; FI; FR; GB; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **H04M-003/42 ; H04M-003/48 ; H04Q-003/00 ;
  H04Q-007/38**
ABSTRACT WORD COUNT: 127
NOTE:
  Figure number on first page: 2

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	199952	1087
CLAIMS B	(English)	200305	821
CLAIMS B	(German)	200305	868
CLAIMS B	(French)	200305	1142
SPEC A	(English)	199952	2776
SPEC B	(English)	200305	2970
Total word count - document A			3864
Total word count - document B			5801

Bode Akintola 13-Mar-03

INTERNATIONAL PATENT CLASS: **H04M-003/42** ...

... **H04M-003/48** ...

... **H04Q-003/00** ...

... **H04Q-007/38**

...SPECIFICATION the switching system 16. Each line port 14 is connected and associated with a specific **subscriber** 's **telephone** line 12. **Call history information** is **stored** in the switching system's memory and associates call history information such as last called...

...SPECIFICATION the switching system 16. Each line port 14 is connected and associated with a specific **subscriber** 's **telephone** line 12. **Call history information** is **stored** in the switching system's memory and associates call history information such as last called...

 14/3,K/7   (Item 7 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

01046585
Method for calling up user-specified information using a mobile telephone
Verfahren zum Abrufen von teilnehmerspezifizierter Information mit Hilfe eines mobilen Telefons
Procede de demande d'information specifique a un usager au moyen d'un telephone mobile
PATENT ASSIGNEE:
  International Business Machines Corporation, (200128), New Orchard Road, Armonk, NY 10504, (US), (Proprietor designated states: all)
INVENTOR:
  Akerblom, Stefan, Peperfeld, 7, 30457 Hannover, (DE)
  Arnold, Gerald, Steigerweg 16, 03130 Spremberg, (DE)
  Ehrmantraut, Michael, Gneisenaustrasse 11, 31275 Lehrte, (DE)
  Metternich, Jorg, Conrad-Meichner-Strasse 9, 31008 Elze, (DE)
LEGAL REPRESENTATIVE:
  Teufel, Fritz, Dipl.-Phys. (11855), IBM Deutschland Informationssysteme GmbH, Patentwesen und Urheberrecht, 70548 Stuttgart, (DE)
PATENT (CC, No, Kind, Date):   EP 926911 A2 990630 (Basic)
                               EP 926911 A3 001004
                               EP 926911 B1 020619
APPLICATION (CC, No, Date):   EP 98115147 980812;
PRIORITY (CC, No, Date): DE 19747438 971028
DESIGNATED STATES: AT; BE; CH; DE; ES; FR; GB; IE; IT; LI; NL; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **H04Q-007/32** ; H04L-029/06; **G06F-017/30** ;
  H04Q-007/22 ; **H04M-003/42**
ABSTRACT WORD COUNT: 160
NOTE:
  Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language   Update   Word Count
      CLAIMS A (English) 199926   1145
     ·CLAIMS B (English) 200225   762

                       Bode Akintola 13-Mar-03

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        CLAIMS B   (German)   200225      669
        CLAIMS B   (French)   200225      805
        SPEC A     (English)  199926     1791
        SPEC B     (English)  200225     1940
Total word count - document A       2936
Total word count - document B       4176
Total word count - documents A + B  7112
INTERNATIONAL PATENT CLASS:  H04Q-007/32 ...

... G06F-017/30 ...

... H04Q-007/22 ...

... H04M-003/42
```

...SPECIFICATION Internet, the comments made in respect of the Internet apply.

In a final embodiment, the **user** of the mobile **phone** communicates the enquiry **profile** to the information **provider** himself (**telephone** /fax/letter, etc.) and the **information** provider **stores** this **information** .

FIG. 2 describes the implementation of the present invention in a bank architecture.

The bank...

 14/3,K/8   (Item 8 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

01046496
A method of and a system for delivering calls to plural service provider domains
Verfahren   und   System   zum   Liefern   von   Anrufe   zum   mehreren Dienstanbieterdomanen
Methode et systeme pour delivrer des appels a plusieurs domaines de fournisseur de services
PATENT ASSIGNEE:
  TELEFONAKTIEBOLAGET L M ERICSSON (publ), (213765), , 126 25 Stockholm,
     (SE), (applicant designated states:
     AT;BE;CH;DE;DK;ES;FI;FR;GB;GR;IE;IT;LI;LU;MC;NL;PT;SE)
INVENTOR:
  Klostermann, Lucas, Mgr. Frenckenstraat 26B, 4812 CG Breda, (NL)
LEGAL REPRESENTATIVE:
  Dohmen, Johannes Maria Gerardus et al (69633), Algemeen Octrooibureau,
     P.O. Box 645, 5600 AP Eindhoven, (NL)
PATENT (CC, No, Kind, Date): EP 926906 A1 990630 (Basic)
APPLICATION (CC, No, Date):   EP 97204100 971224;
PRIORITY (CC, No, Date): EP 97204100 971224
DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI; LU;

• MC; NL; PT; SE
INTERNATIONAL PATENT CLASS: **H04Q-003/00**
ABSTRACT WORD COUNT: 167

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9926	742
SPEC A	(English)	9926	3394
Total word count – document A			4136
Total word count – document B			0
Total word count – documents A + B			4136

INTERNATIONAL PATENT CLASS: **H04Q-003/00**

...SPECIFICATION service provider domain.
British patent application 2,280,334 discloses a method of invoking a **telephone user profile** in connection with a **user** initiated routing of a **call** . User service profile **information** is **stored** in all the switches of a telephone network, using an intermediate central computer. Besides excessive...

14/3,K/9 **(Item 9 from file: 348)**
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

01030324
MOBILE ELECTRONIC COMMERCE SYSTEM
MOBILES ELEKTRONISCHES HANDELSSYSTEM
SYSTEME DE COMMERCE ELECTRONIQUE MOBILE
PATENT ASSIGNEE:
  MATSUSHITA ELECTRIC INDUSTRIAL CO., LTD, (216884), 1006, Oaza-Kadoma,
    Kadoma-shi, Osaka 571-0000, (JP), (Applicant designated States: all)
INVENTOR:
  TAKAYAMA, Hisashi, 21-22, Matsubara 4-chome, Setagaya-ku, Tokyo 156-0043,
    (JP)
LEGAL REPRESENTATIVE:
  Casalonga, Axel (14511), BUREAU D.A. CASALONGA – JOSSE Morassistrasse 8,
    80469 Munchen, (DE)
PATENT (CC, No, Kind, Date): EP 950968 A1 991020 (Basic)
                              WO 9909502 990225
APPLICATION (CC, No, Date):   EP 98937807 980813; WO 98JP3608 980813
PRIORITY (CC, No, Date): JP 97230564 970813
DESIGNATED STATES: DE; FR; GB
INTERNATIONAL PATENT CLASS: **G06F-017/60**
ABSTRACT WORD COUNT: 150
NOTE:
  Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; Japanese
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	9942	17239
SPEC A	(English)	9942	160346
Total word count – document A			177585
Total word count – document B			0
Total word count – documents A + B			177585

INTERNATIONAL PATENT CLASS: **G06F-017/60**

...SPECIFICATION telephone card issuing means comprises:
communication means for communicating with the service providing means;
customer **information** storage means for **storing** **information** concerning the purchase **history** of a **customer** ;
telephone card issuance **information** storage means for **storing** **information** concerning a telephone card that has been issued;
telephone card information storage means for storing...of the electronic telephone card settlement means. Further, a digital signature is provided for the **telephone** micro-check message by using the card signature private key of the electronic telephone card...

...the amount remaining can be determined, a more precise examination of the validity of the **telephone** micro-check can be performed.
According to the invention cited in claim 118, at a...to the embodiment of the present invention;
Fig. 135A is a specific diagram showing the **data** structure of a refund receipt that is transmitted from the ticket issuing system to the ...in a wireless telephone terminal, such as a portable telephone or a PHS, to monitor **calls** initiated at the wireless **telephone** terminal.
In this specification, this system is **called** an "electronic commerce system," and the various types of services that can be provided by... installation card 207 available for sale at a retail sales outlet, such as a convenience **store** or a kiosk at a station. When a user purchases an installation card or receives...

...CLAIMS telephone card issuing means comprises:
communication means for communicating with said service providing means;

customer **information** storage means for **storing** **information** concerning the purchase **history** of a **customer** ;
telephone card issuance **information** storage means for **storing** **information** concerning a telephone card that has been issued;
telephone card information storage means for storing...

14/3,K/10   (Item 10 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

01001597
Virtual call center
Virtuelle Anrufzentrale
Centre d'appel virtuel
PATENT ASSIGNEE:
  AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,
    (US), (applicant designated states:
    AT;BE;CH;CY;DE;DK;ES;FI;FR;GB;GR;IE;IT;LI;LU;MC;NL;PT;SE)
INVENTOR:
  Foladare, Mark Jeffrey, 8 Matthew Avenue, Kendall Park, New Jersey 08824,
    (US)
  Goldman, Shelley B., 9 Surrey Lane, East Brunswick, New Jersey 08816,
    (US)
  Silverman, David Phillip, 4 Lowe Road, Somerville, New Jersey 08876, (US)
  Wang, Shaoqing Q., 111 Bonnie Drive, Middletown, New Jersey 07748, (US)
  Weber, Roy Philip, 940 Turnberry Court, Bridgewater, New Jersey 08807,
    (US)
  Westrich, Robert S., 44 Lone Oak Road, Middletown, New Jersey 07748, (US)
LEGAL REPRESENTATIVE:

Modiano, Guido, Dr.-Ing. et al (40786), Modiano, Josif, Pisanty & Staub,
    Baaderstrasse 3, 80469 Munchen, (DE)
PATENT (CC, No, Kind, Date): EP 903921 A2 990324 (Basic)
APPLICATION (CC, No, Date):   EP 98117634 980917;
PRIORITY (CC, No, Date): US 933518 970918
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
   LU; MC; NL; PT; SE
INTERNATIONAL PATENT CLASS: **H04M-003/50 ; H04M-007/00**
ABSTRACT WORD COUNT: 111

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language   Update   Word Count
      CLAIMS A (English) 9911   1547
      SPEC A   (English) 9911   6716
Total word count - document A   8263
Total word count - document B   0
Total word count - documents A + B   8263

INTERNATIONAL PATENT CLASS: **H04M-003/50 ...**

... H04M-007/00

...SPECIFICATION 58. A merchant database 54 is connected to merchant server
   52 via line 56 and **stores   customer   information** including each
   customer 's name, address, **telephone** number, account **history** or
   purchase **history** , credit card number(s), clothing sizes for different
   family members and other customer information. Merchant...

 14/3,K/11   (Item 11 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

00991529
**A wireless terminal and wireless telecommunications system adapted to
   prevent the theft of wireless service**
**Schnurloses Endgerat und Telekommunikationssystem mit Dienst-Misbrauchverhi
   nderung**
**Terminal et systeme de telecommunications "sans-fil" interdisant l'usage
   illicite des services "sans-fil"**
PATENT ASSIGNEE:
  LUCENT TECHNOLOGIES INC., (2143720), 600 Mountain Avenue, Murray Hill,
    New Jersey 07974-0636, (US), (Applicant designated States: all)
INVENTOR:
  Haimi-Cohen, Raziel, 2 Layng Terrace, Springfield, New Jersey 07081, (US)
LEGAL REPRESENTATIVE:
  Buckley, Christopher Simon Thirsk et al (28912), Lucent Technologies (UK)
    Ltd, 5 Mornington Road, Woodford Green, Essex IG8 0TU, (GB)
PATENT (CC, No, Kind, Date): EP 896486 A2 990210 (Basic)
                              EP 896486 A3 000322
APPLICATION (CC, No, Date):   EP 98306017 980728;
PRIORITY (CC, No, Date): US 906817 970806
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;
   LU; MC; NL; PT; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: **H04Q-007/22 ; H04Q-007/32 ; H04Q-007/38**
ABSTRACT WORD COUNT: 264
NOTE:
  Figure number on first page: NONE

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language   Update   Word Count
     CLAIMS A (English)   9906   1129
     SPEC A   (English)   9906   4470
Total word count - document A   5599
Total word count - document B   0
Total word count - documents A + B   5599

INTERNATIONAL PATENT CLASS: H04Q-007/22 ...

... H04Q-007/32 ...

... H04Q-007/38

...ABSTRACT having to enter a candidate PIN again.
   In the wireless telecommunications system, a PIN is **stored** in a
subscriber database for each **user** . The **subscriber** database also
contains a **history** list of the **telephone** numbers that each **user** has
previously **called** or received **calls** from. When the user first
attempts to call a telephone number from which a received...

 14/3,K/12   (Item 12 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

00975383
User assisted wireless fraud detection
Benutzer unterstutzte schnurlose Betrugserkennung
Detection de fraude dans un systeme sans fil assiste par l'utilisateur
PATENT ASSIGNEE:
  AT&T Wireless Services, Inc., (2521550), 32 Avenue of the Americas, New
     York, New York 10013-2412, (US), (Applicant designated States: all)
INVENTOR:
  Cosatto, Eric, J-14 Twin Lights Court, Highlands, New Jersey 07732, (US)
  Graf, Hans Peter, 24 High Point Road, Lincroft, New Jersey 07738, (US)
LEGAL REPRESENTATIVE:
  Asquith, Julian Peter et al (76431), Marks & Clerk, 4220 Nash Court,
     Oxford Business Park South, Oxford OX4 2RU, (GB)
PATENT (CC, No, Kind, Date): EP 884919 A2 981216 (Basic)
                              EP 884919 A3 991103
APPLICATION (CC, No, Date):   EP 98304042 980521;
PRIORITY (CC, No, Date): US 969098 970612
DESIGNATED STATES: DE; FI; FR; GB; SE
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI
INTERNATIONAL PATENT CLASS: H04Q-007/38
ABSTRACT WORD COUNT: 126
NOTE:
  Figure number on first page: 3

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text Language   Update   Word Count
     CLAIMS A (English)   9851   404
     SPEC A   (English)   9851   4348
Total word count - document A   4752
Total word count - document B   0
Total word count - documents A + B   4752

INTERNATIONAL PATENT CLASS: H04Q-007/38

...SPECIFICATION network, which is the network in which the telephone
   normally operates. The home network also **stores   subscriber   profile**
   and other **information** about the mobile **telephone** . Thus, for each
   telephone which has network 100 as its home network, the CDR DB...

   14/3,K/13   (Item 13 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

00733343
Audio-video- or data server using telephone lines
Audio Video und Datenanbieter mit Verwendung von Telefonleitungen
Serveur   de   donnees   notamment   audio   ou   video   utilisant   des   lignes
   telephoniques
PATENT ASSIGNEE:
   SONY CORPORATION, (214024), 6-7-35 Kitashinagawa Shinagawa-ku, ·Tokyo 141,
      (JP), (applicant designated states: DE;FR;GB)
INVENTOR:
   Kurihara, Akira, c/o Intellectual Prop. Div., Sony Corp., 6-7-35
      Kitashinagawa, Shinagawa-ku, Tokyo 141, (JP)
LEGAL REPRESENTATIVE:
   Robinson, Nigel Alexander Julian et al (69551), D. Young & Co., 21 New
      Fetter Lane, London EC4A 1DA, (GB)
PATENT (CC, No, Kind, Date): EP 691762 A2 960110 (Basic)
                              EP 691762 A3 971217
APPLICATION (CC, No, Date):   EP 95304686 950704;
PRIORITY (CC, No, Date): JP 94156863 940708
DESIGNATED STATES: DE; FR; GB
INTERNATIONAL PATENT CLASS: H04H-001/02; G11B-020/00; **G06F-001/00**
ABSTRACT WORD COUNT: 138

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
      CLAIMS A   (English)   EPAB96   827
      SPEC A   (English)   EPAB96   3961
Total word count - document A   4788
Total word count - document B   0
Total word count - documents A + B   4788

...INTERNATIONAL PATENT CLASS: **G06F-001/00**

...SPECIFICATION be asymmetrical (different rates).
   In Fig. 2, a storage device 11 is a device for **storing**   accounting
information , updating **history   information** and   **user** 's **telephone**
number, etc. per each user. A storage device 12 is a device for storing
access...

   14/3,K/14   (Item 14 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

00572919
Method for selectively controlling the propagation of DTMF-signals
Methode zur selektiven Kontrolle der Ubertragung von DTMF-Signalen

Methode du controle selectif de la propagation des signaux DTMF
PATENT ASSIGNEE:
  AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,
    (US), (applicant designated states: DE;ES;FR;GB;IT)
INVENTOR:
  Parola, Dario Livio, 291 Broad Street, Matawan, New Jersey 07747, (US)
LEGAL REPRESENTATIVE:
  Watts, Christopher Malcolm Kelway, Dr. et al (37391), Lucent Technologies
    (UK) Ltd, 5 Mornington Road, Woodford Green Essex, IG8 0TU, (GB)
PATENT (CC, No, Kind, Date): EP 568240 A1 931103 (Basic)
                                     EP 568240 B1 980408
APPLICATION (CC, No, Date):   EP 93303025 930420;
PRIORITY (CC, No, Date): US 876555 920430
DESIGNATED STATES: DE; ES; FR; GB; IT
INTERNATIONAL PATENT CLASS: **H04M-003/00**
ABSTRACT WORD COUNT: 131

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	9815	1014
CLAIMS B	(German)	9815	885
CLAIMS B	(French)	9815	1211
SPEC B	(English)	9815	6646
Total word count - document A			0
Total word count - document B			9756
Total word count - documents A + B			9756

INTERNATIONAL PATENT CLASS: **H04M-003/00**

...SPECIFICATION the "pre-answer" period. As with all subscribers to the
  DTMF propagation limiting service, network **user** 608's **telephone**
  number and associated service **profile** are **stored** in the ANI **data**
  base contained within the serving network switch (in this case, switch
  601). Assume that the...

 14/3,K/15   **(Item 15 from file: 348)**
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

00562064
A system for automatically storing telephone transaction information.
Ein   System   zur   automatischen   Speicherung   von   telefonischen
    Transaktionsdaten.
Un   systeme   pour   enregistrer   automatiquement   des   informations   de
    transactions telephoniques.
PATENT ASSIGNEE:
  International Business Machines Corporation, (200120), Old Orchard Road,
    Armonk, N.Y. 10504, (US), (applicant designated states: DE;FR;GB)
INVENTOR:
  Miller, Steven K., 20721 Burnt Woods Drive, Germantown, MD 20874, (US)
  Mandato, Frank Edward, 10913 Longmeadow Drive, Damascus, MD 20872, (US)
  Gursahaney, Suresh K., 18761 Nathan's Place, Gaithersburg, MD 20879-2254,
    (US)
LEGAL REPRESENTATIVE:
  Schafer, Wolfgang, Dipl.-Ing. (62021), IBM Deutschland
    Informationssysteme GmbH Patentwesen und Urheberrecht, D-70548
    Stuttgart, (DE)
PATENT (CC, No, Kind, Date): EP 568770 A2 931110 (Basic)

EP 568770 A3 940622
APPLICATION (CC, No, Date):   EP 93101775 930205;
PRIORITY (CC, No, Date): US 846657 920305
DESIGNATED STATES: DE; FR; GB
INTERNATIONAL PATENT CLASS: **H04M-003/50** ; **G06F-015/20**
ABSTRACT WORD COUNT: 110

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
    CLAIMS A   (English)   EPABF1   1701
    SPEC A   (English)   EPABF1   5333
Total word count - document A   7034
Total word count - document B   0
Total word count - documents A + B   7034

INTERNATIONAL PATENT CLASS: **H04M-003/50** ...

... **G06F-015/20**

...SPECIFICATION about an incoming call can be used to automatically access
host applications to obtain a **customer profile** during a **telephone**
transaction.
   What is needed is a flexible means for **archiving** the **information**
derived from a telephone transaction. For either inbound calls or
outbound calls, information is developed...

 14/3,K/16   (Item 16 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
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00449461
PERSONAL COMMUNICATION SYSTEM
PERSONLICHES UBERTRAGUNGSSYSTEM
SYSTEME DE COMMUNICATIONS PERSONNEL
PATENT ASSIGNEE:
  NIPPON TELEGRAPH AND TELEPHONE CORPORATION, (686339), 19-2 Nishi-Shinjuku
    3-chome, Shinjuku-ku, Tokyo 163-19, (JP), (applicant designated states:
    DE;FR;GB;SE)
INVENTOR:
  TOKUNAGA, Hiroshi, 429-2, Kamifujisawa Iruma-shi, Saitama 358, (JP)
  YOSHIKAWA, Noriaki, 2-26-22, Tokura Kokubunji-shi, Tokyo 185, (JP)
  HATTORI, Takeshi 3100-1-201, Kamimiyata, Minamishitauracho, Miura-shi
    Kanagawa 238-01, (JP)
  KOBAYASHI, Hidetsugu 429-3, Kamifujisawa, Iruma-shi, Saitama 358, (JP)
  YASUDA, Yoshiyuki 450-1-2-405, Sugetacho, Kanagawa-ku, Yokohama-shi
    Kanagawa 221, (JP)
  NOHARA, Tatsuo 534-1-202B, Higashiasakawacho, Hachiooji-shi, Tokyo 193,
    (JP)
LEGAL REPRESENTATIVE:
  Darby, David Thomas et al (29881), Abel & Imray Northumberland House
    303-306 High Holborn, London WC1V 7LH, (GB)
PATENT (CC, No, Kind, Date):   EP 433465 A1 910626 (Basic)
                               EP 433465 A1 920909
                               EP 433465 B1 960612
                               WO 9100664 910110
APPLICATION (CC, No, Date):   EP 90909851 900628; WO 90JP839 900628
PRIORITY (CC, No, Date): JP 89168725 890630
DESIGNATED STATES: DE; FR; GB; SE

INTERNATIONAL PATENT CLASS: **H04M-003/42**
ABSTRACT WORD COUNT: 181

LANGUAGE (Publication,Procedural,Application): English; English; Japanese
FULLTEXT AVAILABILITY:

Available Text		Language	Update	Word Count
	CLAIMS A	(English)	EPABF1	1053
	CLAIMS B	(English)	EPAB96	355
	CLAIMS B	(German)	EPAB96	326
	CLAIMS B	(French)	EPAB96	394
	SPEC A	(English)	EPABF1	6877
	SPEC B	(English)	EPAB96	7202
Total word count - document A				7930
Total word count - document B				8277
Total word count - documents A + B				16207

INTERNATIONAL PATENT CLASS: **H04M-003/42**

...SPECIFICATION alteration of secret identification numbers can be made
only from the special keyboard.
   As the **history** of **calls** is **recorded** for each **personal**
telephone number, the **calls** are charged on the personal number.
   The second aspect of this invention concerns a telephone...as the
information of charging.
   Besides the information for charging, the memory M may be **stored** with
such other **information** as temporary suspension of the use by the
subscriber , **history** of changes in the **personal** **telephone** number,
related personal telephone numbers (of the same organization or of the
same family), and...

...SPECIFICATION alteration of secret identification numbers can be made
only from the special keyboard.
   As the **history** of **calls** is **recorded** for each **personal**
telephone number, the **calls** are charged on the personal number.
   The second aspect of this invention concerns a telephone...as the
information of charging.
   Besides the information for charging, the memory M may be **stored**
with such other **information** as temporary suspension of the use by the
subscriber , **history** of changes in the **personal** **telephone** number,
related personal telephone numbers (of the same organization or of the
same family), and...

 14/3,K/17   (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00963611   **Image available**
**EXTENDED WEB ENABLED MULTI-FEATURED BUSINESS TO BUSINESS COMPUTER SYSTEM
   FOR RENTAL VEHICLE SERVICES**
**SYSTEME INFORMATIQUE INTERENTREPRISES A ELEMENTS MULTIPLES A ACCES INTERNET
   POUR SERVICES DE LOCATION DE VEHICULES**
Patent Applicant/Assignee:
  THE CRAWFORD GROUP INC, 600 Corporate Park Drive, St. Louis, MO 63105, US
  , US (Residence), US (Nationality), (For all designated states except:
  US)
Patent Applicant/Inventor:
  WEINSTOCK Timothy Robert, 1845 Highcrest Drive, St. Charles, MO 63303, US
  , US (Residence), US (Nationality), (Designated only for: US)
  DE VALLANCE Kimberly Ann, 2037 Silent Spring Drive, Maryland Heights, MO
   63043, US, US (Residence), US (Nationality), (Designated only for: US)

HASELHORST Randall Allan, 1016 Scenic Oats Court, Imperial, MO 63052, US,
    US (Residence), US (Nationality), (Designated only for: US)
  KENNEDY Craig Stephen, 9129 Meadowglen Lane, St. Louis, MO 63126, US, US
    (Residence), US (Nationality), (Designated only for: US)
  SMITH David Gary, 10 Venice Place Court, Wildwood, MO 63040, US, US
    (Residence), US (Nationality), (Designated only for: US)
  TINGLE William T, 17368 Hilltop Ridge Drive, Eureka, MO 63025, US, US
    (Residence), US (Nationality), (Designated only for: US)
  KLOPFENSTEIN Anita K, 433 Schwarz Road, O'Fallon, IL 62269, US, US
    (Residence), US (Nationality), (Designated only for: US)
Legal Representative:
  HAFERKAMP Richard E (et al) (agent), Howell & Haferkamp, L.C., Suite
    1400, 7733 Forsyth Blvd., St. Louis, MO 63105-1817, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200297700 A2 20021205 (WO 0297700)
  Application: WO 2001US51431 20011019 (PCT/WO US0151431)
  Priority Application: US 2000694050 20001020
Parent Application/Grant:
  Related by Continuation to: US 2000694050 20001020 (CIP)
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
  CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
  KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU
  SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 237932

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
... has been received. This program also checks for shutdown.

  @Operational Method.

  This program is a **called** program that accepts three (3) parameter
  fields.

  Company **Profile** ID (input-5 alpha), Shutdown Flag (output-1 alpha) and
  Transactions Received Flag (output-1...

  14/3,K/18   (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00933152   **Image available**
**EXTENDED WEB ENABLED MULTI-FEATURED BUSINESS TO BUSINESS COMPUTER SYSTEM
    FOR RENTAL VEHICLE SERVICES**
**SYSTEME INFORMATIQUE ETENDU ENTRE ENTREPRISES, A FONCTIONS MULTIPLES,
    FONCTIONNANT SUR LE WEB, POUR DES SERVICES DE LOCATION DE VEHICULES**
Patent Applicant/Assignee:
  THE CRAWFORD GROUP INC, 600 Corporate Park Drive, St. Louis, MO 63105, US
    , US (Residence), US (Nationality), (For all designated states except:
    US)
Patent Applicant/Inventor:

WEINSTOCK Timothy Robert, 1845 Highcrest Drive, St. Charles, MO 63303, US
, US (Residence), US (Nationality), (Designated only for: US)
DE VALLANCE Kimberly Amm, 2037 Silent Spring Drive, Maryland Heights, MO
63043, US, US (Residence), US (Nationality), (Designated only for: US)
HASELHORST Randall Allan, 1016 Scenic Oats Court, Imperial, MO 63052, US,
US (Residence), US (Nationality), (Designated only for: US)
KENNEDY Craig Stephen, 9129 Meadowglen Lane, St. Louis, MO 63126, US, US
(Residence), US (Nationality), (Designated only for: US)
SMITH David Gary, 10 Venice Place Court, Wildwood, MO 63040, US, US
(Residence), US (Nationality), (Designated only for: US)
TINGLE William T, 17368 Hilltop Ridge Drive, Eureka, MO 63025, US, US
(Residence), US (Nationality), (Designated only for: US)
KLOPFENSTEIN Anita K, 433 Schwarz Road, O'Fallon, IL 62269, US, US
(Residence), US (Nationality), (Designated only for: US)
Legal Representative:
HAFERKAMP Richard E (et al) (agent), HOWELL & HAFERKAMP, L.C., Suite
1400, 7733 Forsyth Blvd., St. Louis, MO 63105-1817, US,
Patent and Priority Information (Country, Number, Date):
Patent: WO 200267175 A2 20020829 (WO 0267175)
Application: WO 2001US51437 20011019 (PCT/WO US0151437)
Priority Application: US 2000694050 20001020
Parent Application/Grant:
Related by Continuation to: US 2000694050 20001020 (CIP)
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU
SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 243912

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
Detailed Description

Detailed Description
... at Section I - Review Tickets Needing Extensions. To start, key X to
@ct Body Shop **calls** on the Reservation Menu Screen. FERTER1 to prompt
the associated screen, wn below.

:tion I...

...CALLS .6 CCCB10-1
Print :(Y ox N)
.ITE='INSURANCE CO..

to Name) 3 4 (**Phone** Number) .5
CUST#
CALLS
AMX* TESTING - **CUSTOMER** * AMXT.EST 222' 2222 0.02
-XR0001 212 2121 0 -i
FIPM4AN! 3-114SURANCE GROUP...operational time currently causes the
notification of the ET d ARMS primary and backup On- **Call** staff pagers.
This is done so that they may nually intervene to attempt to restart...

14/3,K/19   (Item 3 from file: 349)

00911098   **Image available**
ACOUSTIC COMMUNICATION SYSTEM
SYSTEME DE COMMUNICATION ACOUSTIQUE
Patent Applicant/Assignee:
  SCIENTIFIC GENERICS LIMITED, Harston Mill, Harston, Cambridgeshire CB2
    5GG, GB, GB (Residence), GB (Nationality), (For all designated states
    except: US)
Patent Applicant/Inventor:
  JONES Aled Wynne, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  REYNOLDS Michael Raymond, Scientific Generics Limited, Harston Mill,
    Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  BARTLETT David, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  HOSKING Ian Michael, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  GUY Donald Glenn, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  KELLY Peter John, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  TIMSON Daniel Reginald Ewart, Scientific Generics Limited, Harston Mill,
    Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  VASILOPOLOUS Nicolas, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GR (Nationality),
    (Designated only for: US)
  HART Alan Michael, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  MORLAND Robert John, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
Legal Representative:
  BERESFORD Keith Denis Lewis (et al) (agent), Beresford & Co., 2-5 Warwick
    Court, High Holborn, London WC1R 5DH, GB,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200245286 A2 20020606 (WO 0245286)
  Application: WO 2001GB5300 20011130 (PCT/WO GB0105300)
  Priority Application: GB 200029273 20001130; GB 20011947 20010125; GB
    20011950 20010125; GB 20011952 20010125; GB 20011953 20010125; GB
    20013623 20010213; GB 20016587 20010316; GB 20016778 20010319; GB
    20017124 20010321; GB 20018205 20010402; GB 200114715 20010615; GB
    200127013 20011109
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
  CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
  KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
  RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZM ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English

                          Bode Akintola 13-Mar-03

Filing Language: English
Fulltext Word Count: 35929

International Patent Class: **H04M-001/215** ...
Fulltext Availability:
  Detailed Description

Detailed Description
... be awarded for the fastest answer,
  In preferred embodiments, the data transmitted by the
  cellular **phone** is enhanced by adding **user**   **profile**   **data**
   stored in the cellular **phone** . This is particularly
  useful for the audience survey and opinion polling
  applications described above because...geographical distribution of the
  audience for a
  television/radio programme.

  An advantage of sending enhanced **data** including **data**
  which is either **stored** in the cellular **phone** , for example
  the **user**   **profile** data,, or calculated by the cellular
   phone , for example location data, is that no additional
  effort is required by the user,
  In...

  14/3,K/20   (Item 4 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00911085   **Image available**
COMMUNICATION SYSTEM
SYSTEME DE COMMUNICATION
Patent Applicant/Assignee:
  SCIENTIFIC GENERICS LIMITED, Harston Mill, Harston, Cambridgeshire CB2
    5GG, GB, GB (Residence), GB (Nationality), (For all designated states
    except: US)
Patent Applicant/Inventor:
  JONES Aled Wynne, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  REYNOLDS Michael Raymond, Scientific Generics Limited, Harston Mill,
    Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  BARTLETT David, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  HOSKING Ian Michael, Scientific Generics limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  GUY Donald Glenn, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), US (Nationality),
    (Designated only for: US)
  KELLY Peter John, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  TIMSON Daniel Reginald Ewart, Scientifics Generics Limited, Harston Mill,
    Harston, Cambridgeshire CB2 5GG, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
  VASILOPOLOUS Nicolas, Scientific Generics Limited, Harston Mill, Harston,
    Cambridgeshire CB2 5GG, GB, GB (Residence), GR (Nationality),

Detailed Description
... in a railway or bus station.

  In preferred embodiments, the data transmitted by the
  cellular **phone** is enhanced by adding **user   profile   data
   stored** in the cellular **phone** . This is particularly
  useful for the audience survey and opinion polling
  applications described above because...

...age profile
  of the audience of a television/radio programme.

  An advantage of sending enhanced **data** including **data**   ₀
  which is either **stored** in the cellular **phone** , for example
  the **user   profile** data, or calculated by the cellular
   phone , for example location data, is that no additional

 14/3,K/21   (Item 5 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00902257
**SMART COMMUNICATION INTERFACE DEVICE, APPLICATIONS AND ENHANCED MOBILE
    PRODUCTIVITY FEATURES**
DISPOSITIF A INTERFACE DE COMMUNICATION INTELLIGENTE, APPLICATIONS ET

CARACTERISTIQUES DE PRODUCTIVITE MOBILE AMELIOREES
Patent Applicant/Inventor:
  KAZAMIAS Christian, 509 Lyons Road, Five Docks, NSW 2046, AU, AU
    (Residence), AU (Nationality)
Legal Representative:
  YOUNG Philip Claude (agent), Wilson & Young, 225 Lawrence Street,
    Alexandria, NSW 2015, AU,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200235869 A1 20020502 (WO 0235869)
  Application: WO 2001AU1384 20011027 (PCT/WO AU0101384)
  Priority Application: AU 20001049 20001027
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
  CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
  KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
  RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 11626

Main International Patent Class: **H04Q-007/32**
International Patent Class: **H04M-001/72**
Fulltext Availability:
  Detailed Description

Detailed Description
... to determine the caller. Our concept enhances this further by building
  an intelligent database that **stores** methods of communication by.

  a) The **User** - how he/she contacts the **person**   **profiled** ; **phone** ,
  sms, email, fax b) Contact **person** - how they reply to messages and
  calls and feedback on their location (significant when in opposite
  time-zones).

  If a user selects...

 14/3,K/22   (Item 6 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00899506   **Image available**
DATA LOGGING SYSTEM
SYSTEME D'ENREGISTREMENT DE DONNEES
Patent Applicant/Assignee:
  ADICARTE TECHNOLOGY LIMITED, 5 Water end Barns, Eversholt, Nr. Woburn,
    Bedfordshire MK17 9AE, GB, GB (Residence), GB (Nationality), (For all
    designated states except: US)
  MACDONALD Nigel Allen, Meadow Cottage, 14 Church Lane, Riseley,
    Bedfordshire,MK44 1ER, GB, GB (Residence), GB (Nationality),
    (Designated only for: US)
Legal Representative:
  RAYNOR Simon Mark (agent), Urquhart-Dykes & Lord, Midsummer House, 411C
    Midsummer Boulevard, Central Milton Keynes, Buckinghamshire MK9 3BN, GB
    ,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200233595 A2 20020425 (WO 0233595)

Detailed Description
... client card 1.

  If the client card I is inserted in the dual slot mobile **phone** 2 the
  client **profile** is accessed and the **information** **stored** therein is
  read and **recorded** 35. A short message (a text message) is automatically
  generated ') 6 and sent to a...

 14/3,K/23   (Item 7 from file: 349)

00897874   **Image available**
**WIRELESS COMMUNICATIONS SYSTEM AND METHOD HAVING AN EMERGENCY LOCATION AND
    VITAL SIGN MONITOR**
**SYSTEME ET PROCEDE DE COMMUNICATIONS SANS FIL COMPORTANT UN DISPOSITIF DE
    SURVEILLANCE DE LIEU DE SITUATION D'URGENCE ET DE SIGNES VITAUX**

Fulltext Word Count: 6024

Main International Patent Class: **H04M-011/00**
Fulltext Availability:
  Detailed Description

Detailed Description
... capability and software for displaying graphical or other information
  on the communicator's display. Other **information** **stored** in the **user**
  's **phone** , such as the **user** 's medical **history** , may also be
  transmitted to the emergency personnel, and may be displayed or otherwise
  presented...communications capability and software for displaying
  graphical or other information on the display 46B. Other **information**
  stored in the **user** 's **phone** 14, such as the **user** 's medical **history**
  , may also be transmitted to the emergency personnel, and may be
  displayed or otherwise presented...

 14/3,K/24   **(Item 8 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00877782
METHOD AND APPARATUS FOR PROVIDING CONSUMERS WITH ELECTRONIC OFFERS FROM A
   VENDOR
PROCEDE   ET   APPAREIL   DE   DISTRIBUTION   D'OFFRES   ELECTRONIQUES   EMANANT   DE
   VENDEURS A DES CONSOMMATEURS
Patent Applicant/Assignee:
  FREQUENCY MARKETING INC, 6101 Meijer Drive, Milford, OH 45150, US, US
   (Residence), US (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
  LAPOINTE Patrick L, 27 W. Cartwright Drive, Princeton Junction, NJ 08550,
   US, US (Residence), US (Nationality)
  PITTMAN William P, 9633 Waterford Place #310, Loveland, OH 45140, US, US
   (Residence), US (Nationality)
  FORSYTHE Bradley G, 645 Brandy Way, Cincinnati, OH 45244, US, US
   (Residence), US (Nationality)
Legal Representative:
  MEHRLE Joseph P (et al) (agent), Dinsmore & Shohl, LLP, 1900 Chemed
   Center, 255 East Fifth Street, Cincinnati, OH 45202, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200211022 A2 20020207 (WO 0211022)
  Application: WO 2001US23216 20010724 (PCT/WO US0123216)
  Priority Application: US 2000624272 20000724
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
  DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
  LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
  SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 8930

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
... entered from a stationary communications device (e.g., a home desktop computer or conventional wired **telephone**) via a wired connection. This general **consumer profile data** will be **stored** by processing system 6 in **data store** 9. The consumer may modify the general consumer profile data at any time, as desired...

14/3,K/25   (Item 9 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00840311   **Image available**
SYSTEM AND METHOD FOR STREAMING INTERNET AUDIO AND VIDEO TO A WIRELESS TELEPHONE
SYSTEME ET PROCEDE POUR TRANSMISSION EN CONTINU DE SIGNAUX AUDIO ET VIDEO INTERNET A UN TELEPHONE SANS FIL
Patent Applicant/Assignee:
  OPENWAVE TECHNOLOGIES INC, 1400 Seaport Boulevard, Redwood City, CA 94063 , US, US (Residence), US (Nationality)
Inventor(s):
  HARTMAIER Peter J, 12501-197th Court NE, Woodinville, WA 98072, US,
  PIRIE Michael A, 6733 - 218th Avenue NE, Redmond, WA 98053, US,
Legal Representative:
  TANNENBAUM David H (et al) (agent), Fulbright & Jaworski, L.L.P., Suite 2800, 2200 Ross Avenue, Dallas, TX 75201, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200174024 A2-A3 20011004 (WO 0174024)
  Application: WO 2001US9985 20010329 (PCT/WO US0109985)
  Priority Application: US 2000537827 20000329
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
  CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR
  KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE
  SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 9027

International Patent Class: **H04M-003/493** ...

... **H04M-007/00**
Fulltext Availability:
  Detailed Description

Detailed Description
... number. IVR 306 could use the Dialed Number Information' Service (DNIS) information for the incoming **call** to identify the **called** number and the desired service.

  Alternatively, **user profiles** indexed by **subscriber telephone** numbers may be **stored** in database 308. IVR 306 could use Automatic Number Identification (ANI) or CLID to determine...

14/3,K/26   (Item 10 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

Bode Akintola 13-Mar-03

00806389
SCHEDULING AND PLANNING BEFORE AND PROACTIVE MANAGEMENT DURING MAINTENANCE AND SERVICE IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT
PROGRAMMATION ET PLANIFICATION ANTICIPEE, ET GESTION PROACTIVE AU COURS DE LA MAINTENANCE ET DE L'ENTRETIEN D'UN ENVIRONNEMENT DU TYPE CHAINE D'APPROVISIONNEMENT RESEAUTEE
Patent Applicant/Assignee:
  ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
    (Residence), US (Nationality)
Inventor(s):
  MIKURAK Michael G, 108 Englewood Boulevard, Hamilton, NJ 08610, US,
Legal Representative:
  HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,
    2029 Century Park East, Los Angeles, CA 90067-3024, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200139082 A2 20010531 (WO 0139082)
  Application: WO 2000US32228 20001122 (PCT/WO US0032228)
  Priority Application: US 99447625 19991122; US 99444889 19991122
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
  MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ
  VN YU ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 152479

Main International Patent Class: **G06F-017/16**
Fulltext Availability:
  Detailed Description

Detailed Description
... an extension lo the users existing profile information. The custom
  profile allows a user lo **store** frequent conference **call participants
    information** . The **profile** contains participariCs **telephone** numbers
  (which could be DDD, IDDD, IP Address or Cellular plione number), E-mail
  address...

 14/3,K/27   (Item 11 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00806384
NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND METHOD THEREOF
GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE
Patent Applicant/Assignee:
  ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
    (Residence), US (Nationality)
Inventor(s):
  MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,
Legal Representative:
  HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,

2029 Century Park East, Los Angeles, CA 90067-3024, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200139030 A2 20010531 (WO 0139030)
  Application: WO 2000US32324 20001122 (PCT/WO US0032324)
  Priority Application: US 99444775 19991122; US 99447621 19991122
Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK
  DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT
  LU LV MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
  TT UA UG UZ VN YU ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 171499

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
... extensi to the users existing profile infori-nation. The custom
  profile allows a user to **store** frequent conferenc4 **call** **participants**
    information . The **profile** contains **participant** 's **telephone**
  numbers (which could be DDD, IDDD, IP Address or Cellular phone number),
  E-mail address...

 14/3,K/28   (Item 12 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00806383
**COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT DURING
    DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT
    AND METHOD THEREOF**
**PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES
    STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN
    ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET
    PROCEDE ASSOCIE**
Patent Applicant/Assignee:
  ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
    (Residence), US (Nationality)
Inventor(s):
  MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,
Legal Representative:
  HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill
    Road, Palo Alto, CA 94304, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200139029 A2 20010531 (WO 0139029)
  Application: WO 2000US32309 20001122 (PCT/WO US0032309)
  Priority Application: US 99444655 19991122; US 99444886 19991122
Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE
  DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR
  LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL
  TJ TM TR TT TZ UA UG UZ VN YU ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

Detailed Description
... uniquely identify each telephone call that traverses the network,
  thereby uniquely identifying all of the **call** **records** associated with
  a specific **telephone** **call** .

  An Embodiment
   Call **Record** Format
  An embodiment solves the problem of providing a flexible and expandable
  call record format...

...also relates to switches of a telecommunication network that generate a
  unique NCID for each **telephone** **call** traversing the network. The NCID
  provides a mechanism for matching all of the **call** **records** associated
  with a specific telephone **call** . It would be readily apparent to one
  skilled in the relevant art to implement a...an extension to the users
  existing profile information. The custom profile allows a user to **store**
  frequent conference **call** **participants** **information** . The **profile**
  contains **participant** 's **telephone** numbers (which could be DDD, IDDD,
  rP Address or Cellular phone number), E-mail address...

 14/3,K/29   **(Item 13 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00806382
**METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A PLURALITY OF
    MANUFACTURERS AND SERVICE PROVIDERS AND INSTALLATION MANAGEMENT VIA A
    MARKET SPACE INTERFACE**
**PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE MARCHE ENTRE UNE
    PLURALITE DE FABRICANTS ET DES FOURNISSEURS DE SERVICES ET GESTION
    D'UNE INSTALLATION VIA UNE INTERFACE D'ESPACE DE MARCHE**
Patent Applicant/Assignee:
  ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
    (Residence), US (Nationality)
Inventor(s):
  MIKURAK Michael G, 108 Englewood Blvd., Hamilton, NJ 08610, US,
Legal Representative:
  HICKMAN Paul L (et al) (agent), Oppenheimer Wolff & Donnelly LLP, 1400
    Page Mill Road, Palo Alto, CA 94304, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200139028 A2 20010531 (WO 0139028)
  Application: WO 2000US32308 20001122 (PCT/WO US0032308)
  Priority Application: US 99444773 19991122; US 99444798 19991122
Designated States: AE AG AL AM AT AU AZ BA BB BG ·BR BY BZ CA CH CN CR CU CZ
  DE DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ˙LC LK
  LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK
  SL TJ TM TR TT TZ UA UG UZ VN YU ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 170977

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
... to the termination point at the terminating switch. Therefore, at any
  point of a telephone **call** in the network, the associated NOID
  identifies the point and time of origin of the **telephone** call. Each
  switch through which the **telephone** **call** passes **records** the NCID in
  the **call** **record** associated with the **call** . The NOD is small enough
  to fit in a 32-word call record, thereby reducing...an extension to the
  users existing profile information. The custom profile allows a user to
  store frequent conference **call** **participants** **information** . The
  profile contains **participant** 's **telephone** numbers (which could be
  DDD, IDDD, IP Address or Cellular phone number), E-mail address...

  14/3,K/30   **(Item 14 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
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00796229   **Image available**
**HYBRID VERTICAL SALES SYSTEM FOR BRIDGING A GAP BETWEEN THE ONLINE WORLD
    AND PHYSICAL STORES**
**SYSTEME DE VENTE VERTICALE HYBRIDE DESTINE A JETER UN PONT ENTRE LE MONDE
    EN LIGNE ET LES MAGASINS PHYSIQUES**
Patent Applicant/Assignee:
  HYBRINET INC, 7950 National Highway, Pennsauken, NJ 08110, US, US
    (Residence), US (Nationality)
Inventor(s):
  VASTARDIS Leo J, 5 Pepperbush Lane, Moorestown, NJ 08057, US,
  DESTEFANO Christopher R, 225 Rector Place, New York, NY 10280, US,
  MURRAY Joseph B, 33 Chestnut Terrace, Cherry Hill, NJ 08057, US,
  GAYESKI John I, 315 Summer Road, Neshamic Station, NJ 08853, US,
Legal Representative:
  BOSWELL MaryJane (agent), Morgan, Lewis & Bockius LLP, 1800 M Street
    1800, Washington, DC 20036-5869, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200129738 A2-A3 20010426 (WO 0129738)
  Application: WO 2000US29103 20001023 (PCT/WO US0029103)
  Priority Application: US 99421401 19991021
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
  DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
  LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
  SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 7954

Main International Patent Class: **G06F-017/60**
Fulltext Availability:

Claims

Claim
... dummy terminal, and an information appliance such as a Personal Data
    Assistant or a cellular **telephone** .

    54 The **consumer** purchase **behavior** analysis system according to claim

    39 wherein the **information** regarding physical **stores** contained in the
    at least one I 0 merchant network device includes information regarding
    products...

 14/3,K/31   (Item 15 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00790973   **Image available**
**SYSTEM AND METHOD FOR CONTROLLING TELEPHONE SERVICE USING A WIRELESS
    PERSONAL INFORMATION DEVICE**
**SYSTEME ET PROCEDE DE CONTROLE DE SERVICE TELEPHONIQUE PAR UN DISPOSITIF
    D'INFORMATION PERSONNELLE SANS FIL**
Patent Applicant/Assignee:
 3COM CORPORATION, 3800 Golf Road, Rolling Meadows, IL 60008, US, US
    (Residence), US (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
  SCHUSTER Guido M, Apartment 408, 1433 Perry Street, Des Plaines, IL 60016
    , US, US (Residence), CH (Nationality), (Designated only for: US)
  DEAN Frederick D, 2311 N. Greenview Avenue, Chicago, IL 60614, US, US
    (Residence), US (Nationality), (Designated only for: US)
  MAHLER Jerry J, 20 Country Club Drive, #B, Prospect Heights, IL 60070, US
    , US (Residence), US (Nationality), (Designated only for: US)
  GRABIEC Jacek A, 5903 W. Wilson, Chicago, IL 60630, US, US (Residence),
    PL (Nationality), (Designated only for: US)
  SIDHU Ikhlaq S, 403 River Grove Lane, Vernon Hills, IL 60061, US, US
    (Residence), US (Nationality), (Designated only for: US)
Legal Representative:
  PEREZ Enrique (agent), McDonnell Boehnen Hulbert & Berghoff, 32nd Floor,
    300 South Wacker Drive, Chicago, IL 60606, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200124501 A1 20010405 (WO 0124501)
  Application: WO 2000US26618 20000927 (PCT/WO US0026618)
  Priority Application: US 99406321 19990927
Parent Application/Grant:
  Related by Continuation to: US 99406321 19990927 (CON)
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
  DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
  LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
  SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 8572

Main International Patent Class: **H04M-007/00**
International Patent Class: **H04M-003/42**
Fulltext Availability:

Detailed Description

Detailed Description
... telephony service provider to give a user control over his/her
   telephone service. When the ·user is not at his/her **telephone** , the
   user may modify a **profile** of personal **information** **stored** in the
   wireless PID 21

 14/3,K/32 (Item 16 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00784200
**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A HIGH SPEED MULTI-TIER
   COMMUNICATION NETWORK WITH INCREASED EFFICIENCY**
**SYSTEME, METHODE ET ARTICLE FABRIQUE POUR RESEAU DE COMMUNICATION GRANDE
   VITESSE A PLUSIEURS NIVEAUX ET A EFFICACITE ACCRUE**
Patent Applicant/Assignee:
  ANDERSEN CONSULTING LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
   (Residence), US (Nationality)
Inventor(s):
  BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
   , US,
Legal Representative:
  HICKMAN Paul L (agent), Hickman Coleman & Hughes, LLP, P.O. Box 52037,
   Palo Alto, CA 94303-0746, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200117313 A1 20010308 (WO 0117313)
  Application: WO 2000US24155 20000831 (PCT/WO US0024155)
  Priority Application: US 99386617 19990831
Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK
   DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT
   LU LV MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
   TT UA UG UZ VN YU ZW
   (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
   (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
   (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
   (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 63185

Main International Patent Class: **H04Q-011/04**
Fulltext Availability:
  Detailed Description

Detailed Description
... an extension to the users existing profile information. The custom
   profile allows a user to **store** frequent conference **call** **participants**
   information . The **profile** contains **participant** 's **telephone**
   numbers (which could be DDD, IDDD, IP Address or Cellular phone number),
   E-mail address...

 14/3,K/33 (Item 17 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00784181   **Image available**

                    Bode Akintola 13-Mar-03

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR IMPLEMENTING A HYBRID
   NETWORK
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A LA MISE EN OEUVRE
   D'UN RESEAU HYBRIDE
Patent Applicant/Assignee:
  ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
    (Residence), US (Nationality)
Inventor(s):
  BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
    , US,
Legal Representative:
  HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly LLP, P.O. Box 52037,
    Palo Alto, CA 94303-0746, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200117170 A2-A3 20010308 (WO 0117170)
  Application: WO 2000US24270 20000831 (PCT/WO US0024270)
  Priority Application: US 99386898 19990831
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
  MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ
  VN YU ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 63382

...International Patent Class: **H04M-003/22** ...

... **H04M-007/00**
Fulltext Availability:
  Detailed Description

Detailed Description
... an extensio to the users existing profile information. The custom
   profile allows a user to **store** frequent conference **call** **participants**
    infon-nation. The **profile** contains **participant** 's **telephone** numbers
   (which could be DDD, IDDD, IP Address or Cellular phone number), E-mail
   address...

 14/3,K/34   (Item 18 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00784180   **Image available**
**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A NETWORK-BASED PREDICTIVE
   FAULT MANAGEMENT SYSTEM**
**SYSTEME, PROCEDE ET ARTICLE POUR SYSTEME DE GESTION PREVISIONNELLE DES
   ANOMALIES SUR RESEAU**
Patent Applicant/Assignee:
  ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
    (Residence), US (Nationality)
Inventor(s):
  BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
    , US,
Legal Representative:
  HICKMAN Paul L (agent), Oppenheimer Wolff & Donnely LLP, P.O. Box 52037,

Palo Alto, CA 94303-0746, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200117169 A2-A3 20010308 (WO 0117169)
  Application: WO 2000US24237 20000831 (PCT/WO US0024237)
  Priority Application: US 99387277 19990831
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
  MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ
  VN YU ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 63137

International Patent Class: **H04M-003/22** ...

... **H04M-007/00**
Fulltext Availability:
  Detailed Description

Detailed Description
... an extension to the users existing profile information. The custom
  profile allows a user to **store** frequent conference **call participants
    information** . The **profile** contains **participant** 's **telephone**
  numbers (which could be DDD, IDDD, IP Address or Cellular phone number),
  E-mail address...

 14/3,K/35   (Item 19 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00784159
**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR REMOTE DEMONSTRATION OF
  BUSINESS CAPABILITIES IN AN E-COMMERCE ENVIRONMENT**
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION DESTINES A LA DEMONSTRATION A
  DISTANCE DES CAPACITES COMMERCIALES DANS UN ENVIRONNEMENT DE COMMERCE
  ELECTRONIQUE
Patent Applicant/Assignee:
  ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
    (Residence), US (Nationality)
Inventor(s):
  BOWMAN AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
    , US,
Legal Representative:
  HICKMAN Paul L (agent), Hickman Coleman & Hughes, LLP, P.O. Box 52037,
    Palo Alto, CA 94303-0746, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200116849 A2 20010308 (WO 0116849)
  Application: WO 2000US24272 20000831 (PCT/WO US0024272)
  Priority Application: US 99388026 19990831
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
  MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ
  VN YU ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

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  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 63151
```

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
... an extensio to the users existing profile information. The custom
  profile allows a user to **store** frequent conference **call   participants
    information** . The **profile** contains **participant** 's **telephone**
  numbers (which could be DDD, IDDD, IP Address or Cellular phone number),
  E-mail address...

14/3,K/36   (Item 20 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00764615   **Image available**
METHOD IN AN INFORMATION SERVICE FOR A MOBILE PHONE
**PROCEDE APPLIQUE DANS UN SERVICE D'INFORMATION ET CONCERNANT UN TELEPHONE
    MOBILE**
Patent Applicant/Assignee:
  ELISA COMMUNICATIONS OYJ, Korkeavuorenkatu 35 - 37, FIN-00130 Helsinki,
    FI, FI (Residence), FI (Nationality), (For all designated states
    except: US)
Patent Applicant/Inventor:
  ISOTALO Lauri, Kauppakartanonkatu 15 B 19, FIN-00930 Helsinki, FI, FI
    (Residence), FI (Nationality), (Designated only for: US)
Legal Representative:
  SEPPO LAINE OY, Itamerenkatu 3 B, FIN-00180 Helsinki, FI
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200078068 A1 20001221 (WO 0078068)
  Application: WO 2000FI528 20000612 (PCT/WO FI0000528)
  Priority Application: FI 991352 19990611
Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY
  CA CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK (utility
  model) DM DZ EE EE (utility model) ES FI FI (utility model) GB GD GE GH
  GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK
  MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SK (utility model) SL TJ TM
  TR TT TZ UA UG US UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: Finnish
Fulltext Word Count: 7550

Main International Patent Class: **H04Q-007/22**
Fulltext Availability:
  Claims

Claim
... with the customer's mobile terminal subscription (1), is selected on
  the basis of a **customerspecific information** need **profile   stored**

                     Bode Akintola 13-Mar-03

in said mobile **phone** network operator's system.

6 Method according to any one of claims 1-5, characterized...

14/3,K/37   (Item 21 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00762440   **Image available**
MONITORING OF INDIVIDUAL INTERNET USAGE
SURVEILLANCE DES ACTIVITES INTERNET D'UN UTILISATEUR
Patent Applicant/Assignee:
  NETZERO INC, 2555 Townsgate Road, Westlake Village, CA 91361-2650, US, US
    (Residence), US (Nationality)
Inventor(s):
  HAITSUKA Stacy, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA
    91361-2650, US,
  ZEBIAN Marwan, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA
    91361-2650, US,
  MAC KENZIE Harold, NetZero, Inc., 2555 Townsgate Road, Westlake Village,
    CA 91361-2650, US,
  BURR Ronald, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA
    91361-2650, US,
  WARREN Terry, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA
    91361-2650, US,
  BLASER Shane, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA
    91361-2650, US,
Legal Representative:
  SEREBOFF Steven C (agent), NetZero, Inc., 2555 Townsgate Road, Westlake
    Village, CA 91361, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200075850 A2-A3 20001214 (WO 0075850)
  Application: WO 2000US6276 20000309 (PCT/WO US0006276)
  Priority Application: US 99324747 19990603
Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK
  DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
  LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ
  TM TR TT TZ UA UG UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 9604

Main International Patent Class: **G06F-017/60**
...International Patent Class: **G06F-011/34**
Fulltext Availability:
  Detailed Description
Detailed Description
... is sent from the client monitoring application 110 to the monitoring
  server 130, which then **stores** the geographic **data** in the **data
  store** 140d. This geographic **data** can be something simple, like a
  phone number. The **user** preferably provides personal **profile**
  information on a periodic basis which is **stored** in the **data   store**
  140g and used by the monitoring server 130. This information consists of
  (but is not...

DIALOG(R)File 349:PCT FULLTEXT
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00760933   **Image available**
SYSTEM, METHOD AND DEVICE FOR ROAMING SUBSCRIBER REGISTRATION
SYSTEME, PROCEDE ET DISPOSITIF DE DEPLACEMENT D'ENREGISTREMENT D'ABONNES
Patent Applicant/Assignee:
  AC PROPERTIES B V, Parkstraat 83, NL-2514 JG, 'S Gravenhage, NL, NL
    (Residence), NL (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
  BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
    , US, US (Residence), US (Nationality), (Designated only for: US)
Legal Representative:
  MACKENZIE Douglas E, Hickman Stephens Coleman & Hughes, LLP, P.O. Box
    52037, Palo Alto, CA 94303-0746, US
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200074397 A1 20001207 (WO 0074397)
  Application: WO 2000US15236 20000602 (PCT/WO US0015236)
  Priority Application: US 99324984 19990602
Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY
  CA CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK (utility
  model) DM DZ EE ES FI FI (utility model) GB GD GE GH GM HR HU ID IL IN IS
  JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL
  PT RO RU SD SE SG SI SK SK (utility model) SL TJ TM TR TT TZ UA UG US UZ
  VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 36579

Main International Patent Class: **H04Q-003/00**
Fulltext Availability:
  Detailed Description

Detailed Description
... an extension to the users existing profile information. The custom
  profile allows a user to **store** frequent conference **call   participants
    information** . The **profile** contains **participant** 's **telephone**
  numbers (which could be DDD, IDDD, IP Address or Cellular phone number),
  E-mail address...

DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00760901   **Image available**
FAULT MANAGEMENT FOR VIDEO CONFERENCING IN A HYBRID NETWORK
**SYSTEME, PROCEDE ET ARTICLE MANUFACTURE PERMETTANT LA GESTION DES INCIDENTS
    DE VIDEOCONFERENCES DANS UN RESEAU HYBRIDE**
Patent Applicant/Assignee:
  AC PROPERTIES B V, Parkstraat 83, NL-2514 JG 'S Gravenhage, NL, NL
    (Residence), NL (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
  BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918

, US, US (Residence), US (Nationality), (Designated only for: US)
Legal Representative:
  MACKENZIE Douglas E (agent), Hickman Stephens Coleman & Hughes, LLP, P.O.
    Box 52037, Palo Alto, CA 94303-0746, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200074359 A2-A3 20001207 (WO 0074359)
  Application: WO 2000US15392 20000602 (PCT/WO US0015392)
  Priority Application: US 99325101 19990602
Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK
  DM DZ EE ES FI GB GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
  LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL
  TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 36813

Main International Patent Class: **H04M-003/56**
International Patent Class: **H04M-003/22**
Fulltext Availability:
  Detailed Description

Detailed Description
... an extension to the users existing profile information. The custom
  profile allows a user to **store** frequent conference **call** **participants**
    information . The **profile** contains **participant** 's **telephone**
  numbers (which could be DDD, IDDD, IP Address or Cellular phone number),
  E-mail address...

 14/3,K/40   (Item 24 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00760873   **Image available**
A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR MANAGING NETWORK DATA IN A
    HYBRID NETWORK ARCHITECTURE
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION POUR LA GESTION DE DONNEES DE
    RESEAU DANS UNE ARCHITECTURE DE RESEAU HYBRIDE
Patent Applicant/Assignee:
  AC PROPERTIES B V, Parkstraat 83, The Hague, NL-2514 JG 'S Gravenhage, NL
    , NL (Residence), NL (Nationality), (For all designated states except:
    US)
Patent Applicant/Inventor:
  BOWMAN-AMUAH Michel K, 6426 Peak Vista Circle, Colorado Springs, CO 80918
    , US, US (Residence), US (Nationality), (Designated only for: US)
Legal Representative:
  MACKENZIE Douglas E, Hickman Stephens Coleman & Hughes, LLP, P.O. Box
    52037, Palo Alto, CA 94303-0746, US
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200074324 A1 20001207 (WO 0074324)
  Application: WO 2000US15238 20000602 (PCT/WO US0015238)
  Priority Application: US 99324628 19990602
Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY
  CA CH CN CR CU CZ CZ (utility model) DE DE (utility model) DK DK (utility
  model) DM DZ EE ES FI FI (utility model) GB GD GE GH GM HR HU ID IL IN IS
  JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL

PT RO RU SD SE SG SI SK SK (utility model) SL TJ TM TR TT TZ UA UG US UZ
VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 37631

International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
... extension to the users existing profile inforri-iation. The custom
  profile allows a user to **store** frequent conference **call participants
    information** . The **profile** contains **participant** 's **telephone**
  numbers (which could be DDD, IDDD, IP Address or Cellular phone number),
  E-mail address...

 14/3,K/41   (Item 25 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00750733   **Image available**
CALL COST MANAGEMENT AND BILLING CONTROL INTEGRATED WITH A MOBILE TELEPHONE
**GESTION DES COUTS D'APPELS ET CONTROLE DE FACTURATION INTEGRES A UN
    TELEPHONE MOBILE**
Patent Applicant/Assignee:
  AMIK INC, 10580 S.W. McDonald Street, Suite 202, Tigard, OR 97224, US, US
    (Residence), US (Nationality)
Inventor(s):
  COLLETT Gordon C, 2155 N.W. Chrystal Drive, McMinnville, OR 97128, US,
  GALE Gary A, 47665 N.W. Deer Court, Box 5018, Manning, OR 97125, US,
Legal Representative:
  ROSENBERG Gerald B (agent), Suite 520, 285 Hamilton Avenue, Palo Alto, CA
    94301, US,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200064139 A2-A3 20001026 (WO 0064139)
  Application: WO 2000US9436 20000406   (PCT/WO US0009436)
  Priority Application: US 99293616 19990416 ·
Designated States: AU CA IN MX
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
Publication Language: English
Filing Language: English
Fulltext Word Count: 14816

Main International Patent Class: **H04M-015/30**
Fulltext Availability:
  Claims

Claim
... Transactions Data Into
  Database
  Select & Enter Information For:

  1 Application Profide Edit Data As

2 **User** **Profiles** Allowed Under

3 **Phone** Directory This **User** **Profile**

4 Billing Accounts & Categories **Store** to

5 **Phone** Setup - Long Di Database
stance &
International Dialing, etc.
Retrieve **Call** Transaction Data By: SP

1 All Call Data D Print

2 Personal Calls R
Data...

14/3,K/42   (Item 26 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00740851   **Image available**
DYNAMIC AD TARGETING BY AN INTERNET SERVER
CIBLAGE DYNAMIQUE D'ANNONCES PUBLICITAIRES PAR UN SERVEUR INTERNET
Patent Applicant/Assignee:
  NETZERO INC, 2555 Townsgate Road, Westlake Village, CA 91361-2650, US, US
    (Residence), US (Nationality)
Inventor(s):
  HAITSUKA Stacy, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA
    91361-2650, US,
  ZEBIAN Marwan, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA
    91361-2650, US,
  MAC KENZIE Harold, NetZero, Inc., 2555 Townsgate Road, Westlake Village,
    CA 91361-2650, US,
  BURR Ronald, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA
    91361-2650, US,
  WARREN Terry, NetZero, Inc., 2555 Townsgate Road, Westlake Village, CA
    91361-2650, US,   ,
Legal Representative:
  SEREBOFF Steven, Arter & Hadden LLP, 5 Park Plaza, Suite 1000, Irvine, CA
    92614-8528, US
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200054201 A2 20000914 (WO 0054201)
  Application: WO 2000US6278 20000309 (PCT/WO US0006278)
  Priority Application: US 99265512 19990309; US 99324747 19990603
Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK
  DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
  LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ
  TM TR TT TZ UA UG UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 11782

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
... preferably is sent from the client application 110 to the OSP server
130, which then **stores** the geographic **data** in the **data** **store**
140d. This geographic **data** can be something simple, like a **phone**
number. The **user** preferably provides personal **profile** information on
a periodic basis which is **stored** in the **data** **store** 140g and used by
the OSP server 130. This inforination consists of (but is not...

14/3,K/43   (Item 27 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00739520   **Image available**
DEVICE AND METHOD FOR TELECOMMUNICATION SYSTEMS
DISPOSITIF ET PROCEDE DESTINES A DES SYSTEMES DE TELECOMMUNICATIONS
Patent Applicant/Assignee:
  TELEFONAKTIEBOLAGET LM ERICSSON (publ), S-126 25 Stockholm, SE, SE
    (Residence), SE (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
  ANDREASON Tomas, Tyresovagen 2, S-135 61 Tyreso, SE, SE (Residence), SE
    (Nationality), (Designated only for: US)
Legal Representative:
  ERICSSON TELECOM AB, IPR Management and Patent Department, S-126 25
    Stockholm, SE
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200052908 A2 20000908 (WO 0052908)
  Application: WO 2000SE355 20000222 (PCT/WO SE0000355)
  Priority Application: SE 99760 19990302
Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK
  DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
  LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ
  TM TR TT TZ UA UG US UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 10253

Main International Patent Class: **H04M**
Fulltext Availability:
  Detailed Description

Detailed Description
... the same way as when only one number is forwarded. The telephone
  numbers can be **stored** as session related or static **information** and
  the **user** **profile** can thereby simultaneously contain both **telephone**
  numbers **stored** as static **information** and telephone numbers **stored**
  as session related **information** . It is not necessary that the password
  and the access rights are stored in the...

14/3,K/44   (Item 28 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

00732229   **Image available**

SYSTEM AND METHOD FOR PROVIDING PREPAID ACCESS TO TELEPHONE SERVICE
SYSTEME ET PROCEDE POUR ASSURER UN ACCES PAYE D'AVANCE A DES SERVICES
   TELEPHONIQUES
Patent Applicant/Assignee:
  ITARGET COM INC, 3655 Nobel Drive, Suite 470, San Diego, CA 92122, US, US
    (Residence), US (Nationality), (For all designated states except: US)
Patent Applicant/Inventor:
  WEISZ Jonathan, 13550 Highlands Ranch Road, Poway, CA 92064, US, US
    (Residence), US (Nationality), (Designated only for: US)
  BLUMENFELD Adam, 3639 Midway Drive, Unit 311, San Diego, CA 92110, US, US
    (Residence), US (Nationality), (Designated only for: US)
Legal Representative:
  SIKORSKI Edward H, Luce, Forward, Hamilton & Scripps LLP, Suite 2600, 600
    West Broadway, San Diego, CA 92101, US
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200045585 A1 20000803 (WO 0045585)
  Application: WO 2000US2311 20000128 (PCT/WO US0002311)
  Priority Application: US 99117717 19990128
Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK
  DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR
  LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ
  TM TR TT TZ UA UG US UZ VN YU ZA ZW
  (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE
  (OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
  (AP) GH GM KE LS MW SD SL SZ TZ UG ZW
  (EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 6536

Main International Patent Class: **H04M-017/00**
International Patent Class: **H04M-015/00**
Fulltext Availability:
  Detailed Description

Detailed Description
... infon-nation (ProfileXML). The tblProfile table also contains fields
  designated ProfileXML (an XML structure which **records** any **profile**
  information associated with a **telephone** service **customer** or member).

  A tblVisits table 206 holds a record for tracking each customer or member
  ...

 14/3,K/45   **(Item 29 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
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00563456   **Image available**
CO-ORDINATING APPARATUS
DISPOSITIF DE COORDINATION
Patent Applicant/Assignee:
  BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY,
  AZVINE Behnam,
  DJIAN David Philippe,
  TSUI Kwok Ching,
  WOBCKE Wayne Raymond,
  SICHANIE Arash Ghanaie,
Inventor(s):
  AZVINE Behnam,

DJIAN David Philippe,
TSUI Kwok Ching,
WOBCKE Wayne Raymond,
SICHANIE Arash Ghanaie,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200026829 A1 20000511 (WO 0026829)
  Application: WO 99GB3606 19991102 (PCT/WO GB9903606)
  Priority Application: EP 98308986 19981103; GB 9824033 19981103; EP
    99306394 19990813
Designated States: AU CA JP SG US AT BE CH CY DE DK ES FI FR GB GR IE IT LU
  MC NL PT SE
Publication Language: English
Fulltext Word Count: 21335

Main International Patent Class: **G06F-017/60**
International Patent Class: **G06F-009/46**
Fulltext Availability:
  Detailed Description

Detailed Description
... assistant 207
  uses the CLI to search a database for the corresponding name of the
  caller .

  This database may be either **stored** within the **telephone** assistant or
  within
  a **user**   **profile** , preferably located centrally in the database 247, to
  be
  accessed by the telephone assistant 207...

 14/3,K/46   (Item 30 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00563455   **Image available**
APPARATUS FOR ALLOCATING TIME TO AN EVENT
DISPOSITIF PERMETTANT D'ATTRIBUER UNE PLAGE DE TEMPS A UN EVENEMENT
Patent Applicant/Assignee:
  BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY,
  AZVINE Benham,
  DJIAN David Philippe,
  TSUI Kwok Ching,
  WOBCKE Wayne Raymond,
Inventor(s):
  AZVINE Benham,
  DJIAN David Philippe,
  TSUI Kwok Ching,
  WOBCKE Wayne Raymond,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200026828 A1 20000511 (WO 0026828)
  Application: WO 99GB3605 19991102 (PCT/WO GB9903605)
  Priority Application: EP 98308991 19981103; GB 9824033 19981103
Designated States: AU CA JP SG US AT BE CH CY DE DK ES FI FR GB GR IE IT LU
  MC NL PT SE
Publication Language: English
Fulltext Word Count: 22369

Main International Patent Class: **G06F-017/60**
Fulltext Availability:

Detailed Description

Detailed Description
... assistant 207
    uses the CLI to search a database for the corresponding name of the
    caller .

    This database may be either **stored** within the **telephone** assistant or
    within
    a **user**   **profile** , preferably located centrally in the database 247, to
    be
    accessed by the telephone assistant 207...

 14/3,K/47   (Item 31 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00563454   **Image available**
APPARATUS FOR PROCESSING COMMUNICATIONS
SYSTEME DE TRAITEMENT DE COMMUNICATIONS
Patent Applicant/Assignee:
  BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY,
  AZVINE Benham,
  DJIAN David Philippe,
  TSUI Kwok Ching,
  WOBCKE Wayne Raymond,
Inventor(s):
  AZVINE Benham,
  DJIAN David Philippe,
  TSUI Kwok Ching,
  WOBCKE Wayne Raymond,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200026827 A1 20000511 (WO 0026827)
  Application: WO 99GB3603 19991102 (PCT/WO GB9903603)
  Priority Application: EP 98308990 19981103; GB 9824033 19981103
Designated States: AU CA JP SG US AT BE CH CY DE DK ES FI FR GB GR IE IT LU
  MC NL PT SE
Publication Language: English
Fulltext Word Count: 21256

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
... assistant 207
    uses the CLI to search a database for the corresponding name of the
    caller .

    This database may be either **stored** within the **telephone** assistant or
    within
    a **user**   **profile** , preferably located centrally in the database 247, to
    be
    accessed by the telephone assistant 207...

 14/3,K/48   (Item 32 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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                        Bode Akintola 13-Mar-03

00562192   **Image available**
APPARATUS FOR IDENTIFYING USER ACTIVITIES
INSTALLATION PERMETTANT D'IDENTIFIER LES ACTIVITES D'UN UTILISATEUR
Patent Applicant/Assignee:
  BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY,
  AZVINE Behnam,
  DJIAN David,
  TSUI Kwok Ching,
  WOBCKE Wayne Raymond,
Inventor(s):
  AZVINE Behnam,
  DJIAN David,
  TSUI Kwok Ching,
  WOBCKE Wayne Raymond,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 200025565 A2 20000511 (WO 0025565)
  Application: WO 99GB3624 19991102 (PCT/WO GB9903624)
  Priority Application: EP 98308989 19981103; GB 9824033 19981103
Designated States: AU CA JP SG US AT BE CH CY DE DK ES FI FR GB GR IE IT LU
  MC NL PT SE
Publication Language: English
Fulltext Word Count: 21480

Main International Patent Class: **G06F-003/00**
International Patent Class: **G06F-003/023** ...

... **G06F-003/033** ...

... **G06F-011/34**
Fulltext Availability:
  Detailed Description

Detailed Description
... assistant 207
  uses the CLI to search a database for the corresponding name of the
  caller .

  This database may be either **stored** within the **telephone** assistant or
  within
  a **user   profile** , preferably located centrally in the database 247, to
  be
  accessed by the telephone assistant 207...

 14/3,K/49   (Item 33 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00514335   **Image available**
**ENHANCED SYSTEM FOR TRANSFERRING, STORING AND USING SIGNALLING INFORMATION
    IN A SWITCHED TELEPHONE NETWORK**
**AMELIORATIONS APPORTEES A UN SYSTEME PERMETTANT DE TRANSFERER, DE MEMORISER
    ET D'UTILISER UNE INFORMATION DE SIGNALISATION DANS UN RESEAU
    TELEPHONIQUE COMMUTE**
Patent Applicant/Assignee:
  YABLON Jay R,
Inventor(s):
  YABLON Jay R,
Patent and Priority Information (Country, Number, Date):

Application: WO 98US4024 19980302   (PCT/WO US9804024)
Priority Application: WO 98US4024 19980302
Designated States: AL AM AT AT AU AZ BA BB BG BR BY CA CH CN CU CZ CZ DE DE
  DK DK EE EE ES FI FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK
  LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SK SL
  TJ TM TR TT UA UG US UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG
  KZ MD RU TJ TM AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ
  CF CG CI CM GA GN ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 24643

Main International Patent Class: **H04M-001/27**
International Patent Class: **H04M-003/52**
Fulltext Availability:
  Detailed Description

Detailed Description
... a pager, or a finite time period), a command received from the
  keyboard, or the **caller** ID information associated with a **call** fitting
  a particular **userdefined** **profile** , and **stores** in the **phone** memory
  an emitted telephone number which can subsequently be used to perform a
  memory

 14/3,K/50   **(Item 34 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00503263   **Image available**
**A METHOD OF AND A SYSTEM FOR DELIVERING CALLS TO PLURAL SERVICE PROVIDER
    DOMAINS**
**PROCEDE ET SYSTEME PERMETTANT D'ENVOYER DES APPELS A PLUSIEURS DOMAINES DE
    FOURNISSEURS DE SERVICES**
Patent Applicant/Assignee:
  TELEFONAKTIEBOLAGET LM ERICSSON (publ),
  KLOSTERMANN Lucas,
Inventor(s):
  KLOSTERMANN Lucas,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9934615 A1 19990708
  Application: WO 98EP8570 19981221   (PCT/WO EP9808570)
  Priority Application: EP 97204100 19971224
Designated States: AL AM AT AT AU AZ BA BB BG BR BY CA CH CN CU CZ CZ DE DE
  DK DK EE EE ES FI FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
  LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK
  SK SL TJ TM TR TT UA UG US UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ
  BY KG KZ MD RU TJ TM AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT
  SE BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 4331

Main International Patent Class: **H04Q-003/00**
Fulltext Availability:
  Detailed Description

Detailed Description
... appl i cati on 2,280,334 di scl oses a method
  of invoking a **telephone** **user** **profile** in connection with a **user**
  initiated

routing of a **call** . User service profile **information** is **stored** in all the
switches of a telephone network, using an intermediate central computer.

Besides excessive...

14/3,K/51   (Item 35 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00459177   **Image available**
**SYSTEM AND METHOD FOR AUTOMATED LEAD GENERATION AND CLIENT CONTACT
     MANAGEMENT FOR A SALES AND MARKETING PLATFORM**
**SYSTEME ET PROCEDE POUR ETABLISSEMENT AUTOMATIQUE D'INDICES ET GESTION
     AUTOMATIQUE DES CONTACTS CLIENT DANS UNE PLATE-FORME DE VENTE ET DE
     MARKETING**
Patent Applicant/Assignee:
  MCI COMMUNICATIONS CORPORATION,
Inventor(s):
  ROOT Randal William,
  KRUEGER Alvin Herman,
  PIEPER Bruce Roger,
  BINGHAM David Wayne,
  GOLDBERG Victor Alan,
  LIPSCOMB George Michael,
  DE LOLLIS Anthony J,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9849641 A1 19981105
  Application: WO 98US6721 19980403   (PCT/WO US9806721)
  Priority Application: US 97845915 19970429
Designated States: AU CA JP MX AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC
  NL PT SE
Publication Language: English
Fulltext Word Count: 11451

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description

Detailed Description
... the CLR 108 and constructs formatted lead records using the client
  data provided by the **data** shipping process 174. Formatted lead **records**
   may include some or all of the following data: **client** names,
  telephone numbers, addresses, contact **history** , TM/DM centers II 8
  assignment, and other information pertinent to the marketing campaign.
  The...

14/3,K/52   (Item 36 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00459176   **Image available**
CLIENT PROFILE MANAGEMENT WITHIN A MARKETING SYSTEM
GESTION DE PROFIL CLIENT DANS UN SYSTEME DE MERCATIQUE
Patent Applicant/Assignee:
  MCI COMMUNICATIONS CORPORATION,
Inventor(s):
  WILKINSON Roger Dean,

SCOTT Rob,
LA RUE Lisa Goehring,
ZELTNER Dan,
SMYTH Larry,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9849640 A1 19981105
  Application: WO 98US6448 19980401   (PCT/WO US9806448)
  Priority Application: US 97845920 19970429
Designated States: AU CA JP MX AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC
  NL PT SE
Publication Language: English
Fulltext Word Count: 6991

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
  Detailed Description
  Claims

Detailed Description
... database.

  The database stores client profiles for the marketing contact such that
  each client profile **stores   information** regarding a **client** . A second
  client   profile for a second **client** at the given **telephone** number
  is also stored in the database. The database has an index for accessing
  the...

Claim
... of
  providing a database for storing client profiles for marketing contact
  wherein each client profile **stored   information** regarding a **client ;**
  storing a first **client   profile** for a first **client** at a given
  telephone number
  in the database;
  storing a second client profile for a second client at the...

 14/3,K/53   (Item 37 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00456834   **Image available**
**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR SWITCHED TELEPHONY
    COMMUNICATION**
**SYSTEME   PROCEDE ET ARTICLE CONCU POUR LES COMMUNICATIONS TELEPHONIQUES PAR
    RESEAU COMMUTE**
Patent Applicant/Assignee:
  MCI WORLDCOM INC,
Inventor(s):
  ZEY David A,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9847298 A2 19981022
  Application: WO 98US7927 19980415   (PCT/WO US9807927)
  Priority Application: US 97835789 19970415; US 97834320 19970415
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN
  MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW
  GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH CY DE DK
  ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN
  TD TG

Publication Language: English
Fulltext Word Count: 156638
Main International Patent Class: **H04M-003/42**
International Patent Class: **H04M-007/00** ...

... **H04Q-003/00** ...

... **H04M-003/30**
Fulltext Availability:
  Detailed Description

Detailed Description
... and routes the voice call to a specific Agent.

  The Agents are built with sophisticated **call** processing software. The
  Agent gathers all the relevant information from the **Calling** Party
  including the
   telephone number of the **Called** Party. The Agent then communicates
  with
  the database servers with a set of database lookup...

 14/3,K/54   (Item 38 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00451657   **Image available**
CUSTOMER PROFILE BASED TELEPHONE CARD BILLING
FACTURATION PAR CARTE TELEPHONIQUE EN FONCTION DU PROFIL CLIENT
Patent Applicant/Assignee:
  AT & T CORP,
Inventor(s):
  JAGADISH Hosagrahar V,
  MUMICK Inderpal S,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9842121 A1 19980924
  Application: WO 98US2928 19980211 (PCT/WO US9802928)
  Priority Application: US 97821352 19970320
Designated States: CA JP MX AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT
  SE
Publication Language: English
Fulltext Word Count: 4529

Main International Patent Class: **H04M-015/00**
Fulltext Availability:
  Detailed Description
Detailed Description
... the billing parameters contained in profile 166, to the rated call to
  produce a priced **call** value (step 206).

  AMA **record** 160c, which relates to a **call** placed using a **customer** 's
  prepaid **telephone** card, is cross-referenced to **customer** **profile** 168
  (in the
  embodiment of customer profile database 164), which relates to the
  customer. Once...

 14/3,K/55   (Item 39 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00448317   **Image available**
CALL-FORWARDING SYSTEM USING ADAPTIVE MODEL OF USER BEHAVIOR
**SYSTEME DE RENVOI AUTOMATIQUE D'APPELS UTILISANT UN MODELE ADAPTATIF DE
    COMPORTEMENT D'UTILISATEUR**
Patent Applicant/Assignee:
  NORTHERN TELECOM LIMITED,
  WILL Craig Alexander,
Inventor(s):
  WILL Craig Alexander,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9838781 A1 19980903
  Application: WO 98US3626 19980225 (PCT/WO US9803626)
  Priority Application: US 97806861 19970226
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
  MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US
  UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE
  CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML
  MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 8563
Main International Patent Class: **H04M-003/42**
Fulltext Availability:
  Detailed Description

Detailed Description
... to determine indications that the subscriber is located at the site
  corresponding to a particular **telephone** number.

  The model of the **subscriber** 's **behavior** may be trained with data
  indicating previous **calls** connecting a **caller** successfully with the
  subscriber at each of the **stored** telephone numbers.

  Brief Description of the Drawings
  The accompanying drawings, which are incorporated in and...

 14/3,K/56   (Item 40 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00443927
A COMMUNICATION SYSTEM ARCHITECTURE
ARCHITECTURE D'UN SYSTEME DE COMMUNICATION
Patent Applicant/Assignee:
  MCI WORLDCOM INC,
  EASTEP Guido M,
  LITZENBERGER Paul R,
  OREBAUGH Shannon R,
  ELLIOTT Isaac K,
  STELLE Rick,
  SCHRAGE Bruce,
  BAXTER Craig A,
  ATKINSON Wesley,
  KNOSTMAN Chuck,
  CHEN Bing,
  VANDERSLUIS Kristan,
Inventor(s):
  EASTEP Guido M,

LITZENBERGER Paul R,
OREBAUGH Shannon R,
ELLIOTT Isaac K,
STELLE Rick,
SCHRAGE Bruce,
BAXTER Craig A,
ATKINSON Wesley,
KNOSTMAN Chuck,
CHEN Bing,
VANDERSLUIS Kristan,
JUN Fang DI,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9834391 A2 19980806
  Application: WO 98US1868 19980203 (PCT/WO US9801868)
  Priority Application: US 97794555 19970203; US 97794114 19970203; US
    97794689 19970203; US 97807130 19970210; US 97798208 19970210; US
    97795270 19970210; US 97797964 19970210; US 97800243 19970210; US
    97798350 19970210; US 97797445 19970210; US 97797360 19970210
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GE GH GM GW HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
  MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US
  UZ VN YU ZW GH GM KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE
  CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML
  MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 156226

Main International Patent Class: **H04M-007/00**
International Patent Class: **H04M-003/48** ...
Fulltext Availability:
  Detailed Description

Detailed Description
... of database lookup requests. The database lookup requests include
  queries on the type of the **call** , **call** validation based on the
  telephone numbers of both the **calling** and the **called** parties and
  also **call** restrictions, if any, including call blocking restrictions
  based on the
  called or calling party's...

 14/3,K/57   (Item 41 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00428969   **Image available**
METHOD AND APPARATUS FOR IDENTIFYING TYPE OF CALL
PROCEDE ET DISPOSITIF D'IDENTIFICATION DU TYPE D'APPEL
Patent Applicant/Assignee:
  ERICSSON INC,
Inventor(s):
  WU Woddy,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9819433 A2 19980507
  Application: WO 97US18908 19971022 (PCT/WO US9718908)
  Priority Application: US 96740161 19961028
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GE GH HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK
  MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU
  ZW GH KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES
  FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD

TG
Publication Language: English
Fulltext Word Count: 5195

Main International Patent Class: **H04M-003/38**
International Patent Class: **H04M-03:50** ...

... **H04Q-03:72** ...

... **H04Q-03:00**
Fulltext Availability:
  Detailed Description

Detailed Description
... subscriber feature.

  More specifically, and in the embodiment of Figure 1,
  store 48 maintains a **subscriber   profile** for each of the
  telephone service **subscribers** served by local switch
  10. Within the subscriber profiles of **store** 48,
  information is **stored** which specifies whether the
  telephone service subscriber is also a subscriber to
  call type identification...

 14/3,K/58   (Item 42 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00425585   **Image available**
VOICE-DIALING SYSTEM USING MODEL OF CALLING BEHAVIOR
SYSTEME DE COMPOSITION EN VOCAL A L'AIDE D'UN MODELE DE COMPORTEMENT
     D'APPEL
Patent Applicant/Assignee:
  NORTHERN TELECOM LIMITED,
  WILL Craig Alexander,
Inventor(s):
  WILL Craig Alexander,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9816048 A1 19980416
  Application: WO 97US17623 19971006 (PCT/WO US9717623)
  Priority Application: US 96726604 19961007; US 97942201 19971001
Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
  FI GB GE GH HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK
  MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU
  ZW GH KE LS MW SD SZ UG ZW AM AZ BY KG KZ MD RU TJ TM AT BE CH DE DK ES
  FI FR GB GR IE IT LU MC NL PT SE BF BJ CF CG CI CM GA GN ML MR NE SN TD
  TG
Publication Language: English
Fulltext Word Count: 15868
Main International Patent Class: **H04M-001/27**
Fulltext Availability:
  Claims

Claim
... representing a name corresponding to a
  desired telephone number;
  predicting a likelihood of the user **calling** telephone numbers based on
  a
  model of the **user** 's **calling   behavior** ; and

determining the desired **telephone** number according to the predicted
likelihood of the user **calling** the telephone number corresponding to
stored names that most closely match the voice input.

72 Voice-dialing apparatus, comprising:
a receiver....

14/3,K/59   (Item 43 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00392678   **Image available**
PERSONAL COMMUNICATIONS INTERNETWORKING
INTERCONNEXION DE RESEAUX DE COMMUNICATIONS PERSONNELLES
Patent Applicant/Assignee:
  BELL COMMUNICATIONS RESEARCH INC,
Inventor(s):
  PEPE David Matthew,
  BLITZER Lisa B,
  BROCKMAN James Joseph,
  CRUZ William,
  HAKIM Dwight Omar,
  KRAMER Michael,
  PETR Dawn Diane,
  RAMAROSON Josefa,
  RAMIREZ Gerardo,
  WANG Yang-Wei,
  WHITE Robert G,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9733421 A1 19970912
  Application: WO 96US3064 19960306   (PCT/WO US9603064)
  Priority Application: WO 96US3064 19960306
Designated States: AU CN KR MX SG
Publication Language: English
Fulltext Word Count: 18370

Main International Patent Class: **H04M-003/42**
Fulltext Availability:
  Detailed Description

Detailed Description
... the user or delays in receiving data from an external system, the call
  processor 220 **stores** the information in the CCDB database 228 and
  processes other **calls** .

  When a **subscriber** desires to update his or her **subscriber** **profile**
  using a touch tone **phone** , the procedure is as follows. The subscriber
  calls , for example, a service number provided by the service provider.
  The call is routed to...

14/3,K/60   (Item 44 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00390730   **Image available**
DISTRIBUTED SERVICE MANAGEMENT SYSTEM AND METHOD FOR PERSONAL COMMUNICATION
    SERVICES
SYSTEME REPARTI DE GESTION DE SERVICES ET METHODE POUR FOURNIR DES SERVICES

DE COMMUNICATIONS PERSONNELLES
Patent Applicant/Assignee:
  BELL COMMUNICATIONS RESEARCH INC,
Inventor(s):
  CHENG Wang Jean,
  CHENG Lee-Tin,
  COCHINWALA Munir,
  LEE Kuo-Chu,
  LIU Cheng-Chung,
  WISE Thomas Lloyd,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9731473 A1 19970828
  Application: WO 96US2478 19960223   (PCT/WO US9602478)
  Priority Application: WO 96US2478 19960223
Designated States: AU CN KR MX SG
Publication Language: English
Fulltext Word Count: 7756
Main International Patent Class: **H04M-003/42**
Fulltext Availability:
  Detailed Description

Detailed Description
... for
  participant agents at the other service management
  systems 410, 310, 210 to delete this **customer   profile
   record** . Upon deletion, the home local **telephone**
  company deactivates the **call** forwarding service and
  deletes the HLR from the service control point or
  25
  The service...

 14/3,K/61   (Item 45 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00344642
**SYSTEMS AND METHODS FOR SECURE TRANSACTION MANAGEMENT AND ELECTRONIC RIGHTS
     PROTECTION**
**SYSTEMES   ET PROCEDES DE GESTION SECURISEE DE TRANSACTIONS ET DE PROTECTION
     ELECTRONIQUE DES DROITS**
Patent Applicant/Assignee:
  ELECTRONIC PUBLISHING RESOURCES INC,
Inventor(s):
  GINTER Karl L,
  SHEAR Victor H,
  SPAHN Francis J,
  VAN WIE David M,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9627155 A2 19960906
  Application: WO 96US2303 19960213   (PCT/WO US9602303)
  Priority Application: US 95388107 19950213
Designated States: AL AM AT AU AZ BB BG BR BY CA CH CN CZ DE DK EE ES FI GB
  GE HU IS JP KE KG KP KR KZ LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL
  PT RO RU SD SE SG SI SK TJ TM TR TT UA UG UZ VN KE LS MW SD SZ UG AZ BY
  KG KZ RU TJ TM AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE BF BJ CF
  CG CI CM GA GN ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 207972

Main International Patent Class: G06F-001/00
International Patent Class: G06F-17:60
Fulltext Availability:
  Detailed Description

Detailed Description
... a clearinghouse (e.g. billing information) in a way
  that does not convey confidential, personal **information** regarding
  detailed usage **behavior** .

  A further feature of VDE provided by the present invention
  is that creators, distributors, and...

 14/3,K/62   **(Item 46 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00335650   **Image available**
COMPUTER SYSTEM FOR MANAGING CLIENT FINANCIAL ACCOUNTS WITH OVERDRAFT
     PROTECTION
SYSTEME INFORMATIQUE POUR LA GESTION DE COMPTES FINANCIER DE CLIENT AVEC
     UNE PROTECTION CONTRE LE DECOUVERT
Patent Applicant/Assignee:
  PROPRIETARY FINANCIAL PRODUCTS INC,
Inventor(s):
  ATKINS Charles A,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9618162 A1 19960613
  Application: WO 95US15922 19951204   (PCT/WO US9515922)
  Priority Application: US 94442 19941206
Designated States: AL AM AU BB BG BR BY CA CN CZ EE FI GE HU IS JP KG KP KR
  KZ LK LR LS LT LV MD MG MK MN MX NO NZ PL RO RU SG SI SK TJ TM TT UA UZ
  VN KE LS MW SD SZ UG AT BE CH DE DK ES FR GB GR IE IT LU MC NL PT SE BF
  BJ CF CG CI CM GA GN ML MR NE SN TD TG
Publication Language: English
Fulltext Word Count: 37555

Main International Patent Class: **G06F-019/00**
Fulltext Availability:
  Claims

Claim
... system status reports.
  117. The computer-based system of claim 116
  wherein said table for **storing** general and personal
   information about the **client** comprises **client** name,
   client address, **client** **telephone** number and **client** credit
   history .
  118. The computer-based system of claim 116
  wherein said table for storing asset account...

 14/3,K/63   **(Item 47 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00323990
DISTRIBUTED SERVICE MANAGEMENT SYSTEM AND METHOD FOR PERSONAL COMMUNICATION
     SERVICES

SYSTEME REPARTI DE GESTION DE SERVICES ET PROCEDE POUR DES SERVICES DE
    COMMUNICATIONS PERSONNELLES
Patent Applicant/Assignee:
  BELL COMMUNICATIONS RESEARCH INC,
Inventor(s):
  CHENG Wang Jean,
  CHENG Lee-Tin,
  COCHINWALA Munir,
  LIU Cheng-Chung,
  WISE Thomas Lloyd,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9606498 A1 19960229
  Application: WO 95US10499 19950817 (PCT/WO US9510499)
  Priority Application: US 94294461 19940823
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Publication Language: English
Fulltext Word Count: 8158
Main International Patent Class: **H04M-003/42**
Fulltext Availability:
  Detailed Description

Detailed Description
... for
  participant agents at the other service management
  systems 410, 310, 210 to delete this **customer   profile
  record** . Upon deletion, the home local **telephone**
  company deactivates the **call** forwarding service and
  deletes the HLR from the service control point or
  25
  SUBSTITUTE SHEET...

 14/3,K/64   **(Item 48 from file: 349)**
DIALOG(R)File 349:PCT FULLTEXT
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00307942   **Image available**
PCS POCKET PHONE/MICROCELL COMMUNICATION OVER-AIR PROTOCOL
**PROTOCOLE HERTZIEN DE COMMUNICATIONS PAR TELEPHONE DE POCHE OU A SYSTEME
    MICRO-CELLULAIRE**
Patent Applicant/Assignee:
  OMNIPOINT CORPORATION,
Inventor(s):
  ANDERSON Gary B,
  JENSEN Ryan N,
  PETCH Bryan K,
  PETERSON Peter O,
Patent and Priority Information (Country, Number, Date):
  Patent: WO 9526094 A1 19950928
  Application: WO 95US3500 19950320 (PCT/WO US9503500)
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Main International Patent Class: **H04M-011/00**
International Patent Class: **H04Q-07:20**
Fulltext Availability:
  Detailed Description

                        Bode Akintola 13-Mar-03

Detailed Description

... in one aspect a simple and
flexible over-air protocol for use with a mobile **telephone**
system, such as a Personal Communication System (PCS) with
hand-held **telephones** in a cellular communication system. A
preferred embodiment is adapted to "pocket phones", i.e...